

9. Discipline Complaints Policy

9.1. Purpose

- 9.1.1. Individuals and participants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with CRRL's policies, bylaws, rules and regulations, and Codes of Conduct. Non-compliance may result in sanctions pursuant to this Policy.

9.2. Application of this Policy

- 9.2.1. This Policy applies to all Individuals relating to matters that may arise during the course of CRRL's business, activities, and events including but not limited to competitions, exhibition games, travel associated with CRRL activities, and any meetings.
- 9.2.2. This Policy also applies to individuals' conduct outside of the CRRL's business, activities, and events when such conduct adversely affects relationships within CRRL (its work and/or sport environment) or is detrimental to the image and reputation of CRRL. The jurisdiction of this Policy will be determined by CRRL at its sole discretion.
- 9.2.3. This Policy does not prevent discipline from being applied, during a competition or event. Further discipline may be applied according to this Policy. Any infractions or complaints occurring within competition will be dealt with by the procedures specific to the competition, if applicable. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity or event only.

9.3. Reporting a Complaint

- 9.3.1. Any individual may report any complaint to CRRL. A complaint must be in writing and must be filed within 21 days of the alleged incident. Complaints should be submitted to the President of CRRL. In situations where the complaint being filed is against the President then it should be submitted in writing to the Vice-President of CRRL.
- 9.3.2. A Complainant wishing to file a complaint outside of 21 days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept or deny the complaint outside of the 21 days will be considered by CRRL and/or the Case Manager (if assigned). This decision may not be appealed.
- 9.3.3. At CRRL's discretion, CRRL may act as the complainant and initiate the complaint process under the terms of this Policy. In such cases, CRRL will identify an individual to represent the Association.
- 9.3.4. A complaint from CRRL that may result in further disciplinary action may be required when:

- a) A Match Penalty is assessed and game suspension is required under Ringette Canada or Ringette Nova Scotia rules;
- b) Any member of the bench staff are assessed a Misconduct that requires game suspension under Ringette Canada or Ringette Nova Scotia rules;
- c) There is a complaint of misconduct under the Code of Conduct and Ethics reported by a Member Association, the League Committee, or any individual;
- d) A player or coach accumulates five (5) of the following penalties in any combination in a single playing season: Unsportsmanlike conduct, Major penalty, Misconduct penalty and/or Match penalty;
- e) A player has accumulated two (2) Misconduct Penalties in a single playing season OR if a player receives a Misconduct penalty and has previously received a Match penalty in a single playing season; or
- f) For the HEAD COACH, when a TEAM has accumulated three (3) of the following penalties in any combination in a single playing season: Misconduct penalties and/or Match penalties.

9.3.5. Resignation after a complaint is filed does not preclude disciplinary proceedings from being pursued under this policy.

9.3.6. Upon receiving a complaint, CRRL will review the complaint to determine validity and required next steps.

9.4. Case Manager

9.4.1. Upon the receipt and review of a complaint, CRRL may appoint or request the appointment of an independent Case Manager to manage and administer complaints submitted in accordance with this Policy and such appointment is not appealable.

9.4.2. The Case Manager has a responsibility to:

- a) Determine whether the complaint is within the jurisdiction of this Policy or frivolous
- b) Appoint the Discipline Panel, if necessary
- c) Coordinate all administrative aspects and set timelines
- d) Provide administrative assistance and logistical support to the Panel as required
- e) Provide any other service or support that may be necessary to ensure a fair and timely proceeding.

9.5. Procedures

- 9.5.1. If the Case Manager determines the complaint is:
- a) Frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately.
 - b) Not frivolous and within the jurisdiction of this Policy, the Case Manager will notify the Parties the complaint is accepted and the applicable next steps.
- 9.5.2. The Case Manager's decision to accept or dismiss the complaint may not be appealed.
- 9.5.3. The Case Manager will establish and adhere to timeframes that ensure procedural fairness and that the matter is heard in a timely fashion.
- 9.5.4. After notifying the Parties that the complaint has been accepted, the Case Manager will appoint a Discipline Panel, which shall consist of:
- a) Case Manager (chair, non-voting)
 - b) Three (3) Member Association Presidents (or may be delegated to VP's) with one being from the same association as the individual whose conduct is under review;
 - c) The relevant Division Convener; and
 - d) The Referee Coordinator.
- 9.5.5. The Case Manager, in cooperation with the Discipline Panel, will then decide the format under which the complaint will be heard. This decision may not be appealed. The format of the hearing, which may involve direct communications with the Parties, an oral in-person hearing, an oral hearing by telephone or other telecommunications, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Discipline Panel deem appropriate in the circumstances, provided that:
- a) The Parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing, an oral hearing by phone or video.
 - b) Copies of any written documents which the parties wish to have the Panel consider will be provided to all Parties, through the Case Manager, in advance of the hearing and/or decision rendered.
 - c) The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense.
 - d) The Discipline Panel may request that any other individual participate and give evidence at the hearing.
 - e) The Discipline Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint but may

exclude such evidence that is repetitious and shall place such weight on the evidence as it deems appropriate.

- f) The decision will be by a simple majority vote of the Discipline Panel.

- 9.5.6. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Discipline Panel will determine the appropriate disciplinary sanction. The Discipline Panel may still hold a hearing for the purpose of determining an appropriate sanction.
- 9.5.7. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
- 9.5.8. In fulfilling its duties, the Panel may obtain independent advice.

9.6. Decision

- 9.6.1. After hearing and/or reviewing the matter, the Discipline Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within ten (10) days of the hearing's conclusion, the Discipline Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and the CRRL Board of Directors and League Committee members. In extraordinary circumstances, the Discipline Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the ten (10) day period.

9.7. Sanctions

- 9.7.1. The Panel may apply the following disciplinary sanctions, singularly or in combination:
 - a) Verbal or written reprimand
 - b) Game suspensions (league or exhibition)
 - c) Suspension from certain events, and/or activities
 - d) Suspension from all CRRL activities for a designated period of time
 - e) Payment of the cost of repairs for property damage
 - f) Expulsion from CRRL
 - g) Any other sanction appropriate for the offense
- 9.7.2. Unless the Discipline Panel decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal. Failure to comply with a sanction as determined by the Discipline Panel will result in automatic suspension until such time as compliance occurs.
- 9.7.3. Infractions that result in discipline will be recorded and records will be maintained by CRRL.

9.8. Suspension Pending a Hearing

CRRL may determine that an alleged incident is of such seriousness as to warrant suspension of an Individual pending completion of the criminal process, a hearing or a decision of the Panel.

9.9. Confidentiality

The discipline and complaints process is confidential and involves only the Parties, the Case Manager, the Discipline Panel, and any independent advisors to the Panel. Once initiated none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

9.10. Timelines

If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Discipline Panel may direct that these timelines be revised.

9.11. Records and Distribution of Decisions

Other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, and Ringette Nova Scotia, may be advised of any decisions rendered in accordance with this Policy.

9.12. Appeals Procedure

The decision of the Panel may be appealed in accordance with the Association's *Appeal Policy*.

Policy Revision	Section(s) revised	Change Description	Effective Date
0		New	October 2021