



NWVRA COMPLAINTS POLICY

Updated June 14, 2020

The North West Vancouver Ringette Association strives to provide a safe, respectful and inclusive environment for all members and participants. This includes but is not limited to all players, coaches, managers, parents, board members, opponents, and referees. To this end, we expect all members to adhere to their respective Code of Conduct, to the rules of the sport, and to the policies that govern us. In the event that a member fails to achieve the expected standard of conduct and this has not already been addressed by the responsible body (coach, referee, etc.), a formal complaint may be submitted to the Board.

As the first line of response, disputes at a team level shall be brought to the attention of the head coach. In the case of complaints eliciting a strong or very emotional response, complainants are asked to allow a 24-hour cool down period after which they may submit their concern in writing to the head coach or request a meeting with the coach(s) via the team manager.

Reporting a Formal Complaint

1. Any NWVRA member may report a complaint regarding a player, coach, referee, board member, parent or another member of the Association.
2. Complaints must be made within fourteen (14) days of the alleged incident and should be written/e-mailed and addressed care of the President of NWVRA (president@nwvra.ca).
3. Anonymous complaints of a serious nature will be accepted upon the sole discretion of the Association or Ringette BC.
4. Late complaints shall be handled in accordance with the Ringette BC policy.

A Formal Complaint Must Include

1. Complainant(s) - the person(s) making the complaint - name, contact info, role (player, parent, etc.)
2. Respondent(s) - the individual(s) against whom the complaint is being made - name(s), role, team, etc.
3. Particulars of the Infraction - date, location, event, what happened, etc.
4. Rule, Policy or Code that has been breached in your view
5. Remedy you are seeking (if any)

The Association will assess the complaint and direct it through the appropriate process set out by Ringette BC.

The respondent will be informed of the nature of the infraction and provided a reasonable opportunity to respond to the complaint if they choose to do so.

Disciplinary Sanctions

Consequences may be applied singly or in combination and shall be applied in a timely fashion by the association. Options include:

- Verbal and/or written warning or reprimand;
- Verbal and/or written apology to an impacted party or parties;
- Service or other voluntary contribution to ringette;
- Additional training;
- Removal of certain privileges of membership;
- Suspension from the current competition, activity or event;
- Suspension from certain teams, events, and/or activities;
- Suspension from all activities for a designated period of time;
- Payment of the cost of repairs for property damage;
- Expulsion from the association; or
- Other sanctions as may be considered appropriate for the offense.

Additional disciplinary sanctions may be applied by our governing bodies - the Lower Mainland Ringette Association, Ringette BC, or Ringette Canada.

Communicating Outcomes

In all cases, a complainant and the respondent shall be advised of the outcome of a complaint in a timely fashion based on the process that must be followed (typically within 1-2 weeks).

The Association shall keep a record of all complaints and outcomes and shall notify the league and Ringette BC as required.

Any matters involving criminal activity shall be brought to the attention of Ringette BC and/or shall be referred to the appropriate legal entities (e.g. RCMP/Police, Child Protection Services, etc.).

Appeals

A written appeal can be made to question the application of policy or procedure, or to identify an administrative error in the handling of a complaint. Such appeals shall be addressed to the NWVRA Board care of the President (president@nwvra.ca).

Appeals must be filed within 5 days (including weekends and holidays) following notice of the decision being provided to the complainant and respondent. Appeals must clearly set out the grounds for the appeal - i.e. what policy or procedure was not followed in reaching the outcome.