



DISCIPLINE AND COMPLAINTS POLICY

POLICY STATEMENT: Canada Snowboard is committed to ensuring that any complaints filed with the organization are handled appropriately and in a transparent and fair disciplinary process as described herein.

Policy Category:	Governance
Approval Authority:	Governing Board
Department:	Executive Director
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Related Policies:	Canada Snowboard Investigations Policy Canada Snowboard Appeals Policy Canada Snowboard Dispute Resolution Policy

Definitions

1. The following terms have these meanings in this Policy:

- a) “*Case Manager*” – An individual appointed by the Executive Director to administer certain complaints under this *Discipline and Complaints Policy*. The Case Manager does not need to be a member of, or affiliated with Canada Snowboard
- b) “*Complainant*” – The Party making a complaint
- c) “*Days*” – Days including weekends and holidays
- d) “*Discipline Chair*” – An individual or individuals appointed by the Executive Director to be the first point-of-contact for all discipline and complaint matters reported to Canada Snowboard
- e) “*Individuals*” – All categories of membership defined in Canada Snowboard’s Bylaws, as well as all individuals employed by, or engaged in activities with Canada Snowboard including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, Directors and Officers of Canada Snowboard, spectators, and parents/guardians of athletes
- f) “*Respondent*” – The Party responding to the complaint
- g) “*Ombudsperson*” - an individual appointed by Canada Snowboard who may offer confidential, informal, independent, and impartial dispute resolution services to all members of the Canada Snowboard community by providing information, advice, intervention and referrals. The mandate of the Ombudsperson is to intervene at any point, and attempt to resolve issues informally before proceeding to more formal processes.

The Ombudsperson is an advocate for a fair process and not an advocate for the Individual or for Canada Snowboard, and consequently, works independently of Canada Snowboard’s structures, considering all sides of a question impartially and objectively, and is mindful of possible conflicts of interest. The Ombudsperson operates in an advisory capacity, and relies on the cooperation and goodwill of all Individuals.

The Ombudsperson can provide information on Canada Snowboard policies and procedures; assist in identifying and evaluating options for resolving and managing conflicts and provides assistance in pursuing such options; refers Individuals to the appropriate persons within Canada Snowboard to resolve problems; and acts as a facilitator between members of the Canada Snowboard community when necessary.



Purpose

2. Individuals are expected to fulfil certain responsibilities and obligations including, but not limited to, complying with Canada Snowboard's policies, Bylaws, rules and regulations, and *Code of Conduct and Ethics*. Non-compliance may result in sanctions pursuant to this Policy.

Discipline Chair

3. The Discipline Chair will be a Director of the Board, or an individual appointed by the Executive Director to handle the duties of the Discipline Chair. The Executive Director may choose to appoint three (3) individuals to serve as Discipline Chair and, in this case, decisions of the Discipline Chair will be by majority vote.
4. The Discipline Chair appointed to handle a complaint or incident must be unbiased and not in a conflict of interest situation.

Scope and Application

5. This Policy applies to all Individuals.
6. This Policy applies to matters that may arise during Canada Snowboard's business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with Canada Snowboard's activities, and any meetings.
7. This Policy also applies to Individuals' conduct outside of Canada Snowboard's business, activities, and events when such conduct adversely affects relationships within Canada Snowboard (and its work and sport environment), is detrimental to the image and reputation of Canada Snowboard, or upon the acceptance of Canada Snowboard. Applicability will be determined by Canada Snowboard at its sole discretion.
8. This Policy does not prevent immediate discipline or sanction from being applied as reasonably required. 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. An employee of Canada Snowboard who is a Respondent will be subject to appropriate disciplinary action in accordance with any of Canada Snowboard's applicable policies, as well as the employee's Employment Agreement, if applicable. Violations may result in a warning, reprimand, restrictions, suspension, or other disciplinary actions up to and including termination of employment.

Alignment

10. Canada Snowboard recognizes that Individuals may also be registered with Provincial/Territorial Organizations and/or Member Clubs. Canada Snowboard requires that Provincial/Territorial Organizations and/or Member Clubs to submit discipline decisions involving Individuals to Canada Snowboard. Canada Snowboard may, at its sole discretion, take further action.
11. If Canada Snowboard decides to take further action upon becoming aware of an Individual who has been disciplined by Provincial/Territorial Organization and/or Member Club, the Individual will be the Respondent to a complaint initiated under the terms of this Policy. Canada Snowboard may act as the Complainant if the original Complainant is unwilling or unavailable to participate in this process.
12. The Discipline Chair or Discipline Panel, as applicable, will review and consider the decision by the Provincial/Territorial Organization and/or Member Club when deciding on the complaint in accordance with the terms of this Policy.

Adult Representative

13. Complaints may be brought for or against an Individual who is a minor. Minors must have a parent/guardian or other adult serve as their representative during this process.
14. Communication from the Discipline Chair or Case Manager, as applicable, must be directed to the minor's representative.
15. A minor is not required to attend an oral hearing, if held.



Process

16. Any Individual may report an incident or complaint to the Executive Director in writing, within fourteen (14) days of the alleged incident, although this timeline can be waived or extended at the Executive Director's discretion.
17. Any Individual may alternatively report an incident or complaint to the Canada Snowboard Ombudsperson in writing, (can be initiated with a phone call as well – found on Canada Snowboard Website) within fourteen (14) days of the alleged incident, this timeline can be waived or extended at the Ombudsperson or Discipline Chairs' discretion.
18. Canada Snowboard may, in its sole discretion, act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, Canada Snowboard will identify an individual representative of the organization.
19. Upon receiving a report of an incident or a complaint, the Executive Director may, at their sole discretion and depending on the nature of the issue, appoint a Discipline Chair, who will be responsible for following process #1, as described in Sections 21-27 below, or, alternatively, appoint a Case Manager, who will be responsible for following Section 28 and following below. The Executive Director's decision to appoint a Discipline Chair or a Case Manager is not subject to appeal.
20. When determining whether to appoint a Discipline Chair or a Case Manager, the Executive Director has the discretion to choose which process should be followed, and may use the following examples as a general guideline:
 - a) Process #1 - the Complaint alleges the following incidents:
 - i. Disrespectful, abusive, racist, or sexist comments or behaviour
 - ii. Disrespectful conduct
 - iii. Minor incidents of violence (e.g., tripping, pushing, elbowing)
 - iv. Conduct contrary to the values of Canada Snowboard
 - v. Non-compliance with Canada Snowboard's policies, procedures, rules, or regulations
 - vi. Minor violations of Canada Snowboard's *Code of Conduct and Ethics*
 - b) Process #2 - the Complaint alleges the following incidents:
 - i. Repeated minor incidents
 - ii. Any incident of hazing
 - iii. Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
 - iv. Major incidents of violence (e.g., fighting, attacking, sucker punching)
 - v. Pranks, jokes, or other activities that endanger the safety of others
 - vi. Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
 - vii. Conduct that intentionally damages Canada Snowboard's image, credibility, or reputation
 - viii. Consistent disregard for Canada Snowboard's bylaws, policies, rules, and regulations
 - ix. Major or repeated violations of Canada Snowboard's *Code of Conduct and Ethics*
 - x. Intentionally damaging Canada Snowboard's property or improperly handling Canada Snowboard's monies
 - xi. Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics
 - xii. A conviction for any *Criminal Code* offense
 - xiii. Any possession or use of banned performance enhancing drugs or methods
21. The Discipline Chair or Case Manager (as applicable), may determine that the alleged incident may contain an element of discrimination, harassment, workplace harassment, workplace violence, sexual harassment, or abuse. In this case, the Discipline Chair may appoint an Investigator in accordance with Canada Snowboard's *Investigations Policy* and Canada Snowboard, and the Investigator, will have additional responsibilities as described in that Policy.

Process #1: Handled by Discipline Chair Sanctions



22. Following the determination that the complaint or incident should be handled under Process #1, the Discipline Chair will review the submissions related to the complaint or incident and determine one or more of the following sanctions:
 - a) Verbal or written reprimand
 - b) Verbal or written apology
 - c) Service or other contribution to Canada Snowboard
 - d) Removal of certain privileges
 - e) Suspension from certain teams, events, and/or activities
 - f) Suspension from all or some of Canada Snowboard's activities for a designated period
 - g) Any other sanction considered appropriate for the offense
23. The Discipline Chair will inform the Respondent of the sanction, which will take effect immediately.
24. Records of all sanctions will be maintained by Canada Snowboard.

Request for Reconsideration

25. The sanction may not be appealed until the completion of a request for reconsideration. However, the Respondent may contest the sanction by submitting a Request for Reconsideration within four (4) days of receiving the sanction. In the Request for Reconsideration, the Respondent must indicate:
 - a) Why the sanction is inappropriate;
 - b) All evidence to support the Respondent's position; and
 - c) What penalty or sanction (if any) would be appropriate.
26. Upon receiving a Request for Reconsideration, the Discipline Chair may decide to accept or reject the Respondent's suggestion for an appropriate sanction.
27. Should the Discipline Chair accept the Respondent's suggestion for an appropriate sanction, that sanction will take effect immediately.
28. Should the Discipline Chair not accept the Respondent's suggestion for an appropriate sanction, the initial complaint or incident will be handled under Process #2 of this Policy.

Process #2: Handled by Case Manager

Case Manager

29. Following the determination that the complaint or incident should be handled under Process #2, the Executive Director will appoint a Case Manager to oversee management and administration of the complaint or incident. The Case Manager should not be in a conflict of interest and should have expertise in dispute resolution matters. Such appointment is not appealable.
30. The Case Manager has a responsibility to:
 - a) Determine whether the complaint is frivolous and/or within the jurisdiction of this Policy
 - b) Propose the use of Canada Snowboard's *Dispute Resolution Policy*
 - c) Appoint the Discipline Panel, if necessary
 - d) Coordinate all administrative aspects and set timelines
 - e) Provide administrative assistance and logistical support to the Discipline Panel as required
 - f) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

Procedures

31. 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 that the complaint is accepted and of the applicable next steps
32. The Case Manager's decision to accept or dismiss the complaint may not be appealed.
33. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.
34. After notifying the Parties that the complaint has been accepted, the Case Manager may propose using Canada Snowboard's *Dispute Resolution Policy* with the objective of resolving the dispute. If applicable, and if the dispute is not resolved, or if the parties refuse to use the *Dispute Resolution Policy*, the Case Manager will appoint a Discipline Panel, which shall consist of a single Arbitrator, to hear the complaint. In extraordinary circumstances, and at the discretion of the Case Manager, a Discipline Panel of three persons



may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Discipline Panel's members to serve as the Chair.

35. 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 may be an oral in-person hearing, an oral hearing by telephone or other communication medium, 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 or an oral hearing by telephone or other communication medium
 - b) Copies of any written documents which the parties wish to have the Discipline Panel consider will be provided to all Parties, through the Case Manager, in advance of the hearing
 - c) The Parties may engage 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 unduly repetitious, and shall place such weight on the evidence as it deems appropriate
 - f) The decision will be by a majority vote of the Discipline Panel
36. 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 sanction. The Discipline Panel may still hold a hearing for the purpose of determining an appropriate sanction.
37. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
38. If a decision may affect another party to the extent that the other party would have recourse to a complaint or an appeal in their own right, that party will become a Party to the current complaint and will be bound by the decision.
39. In fulfilling its duties, the Discipline Panel may obtain independent advice.

Decision

40. 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 fourteen (14) days of the hearing's conclusion, the Discipline Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and Canada Snowboard. 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 fourteen (14) day period. The decision will be considered a matter of public record unless decided otherwise by the Discipline Panel.

Sanctions

41. The Discipline Panel may apply the following disciplinary sanctions, singularly or in combination:
 - a) Verbal or written reprimand
 - b) Verbal or written apology
 - c) Service or other contribution to Canada Snowboard
 - d) Removal of certain privileges
 - e) Suspension from certain teams, events, and/or activities
 - f) Suspension from all or some of Canada Snowboard's activities for a designated period
 - g) Payment of the cost of repairs for property damage
 - h) Suspension of funding from Canada Snowboard or from other sources
 - i) Expulsion from Canada Snowboard
 - j) Any other sanction considered appropriate for the offense
42. 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 an automatic suspension until such time as compliance occurs.
43. Records of all decisions will be maintained by Canada Snowboard.

Appeals



44. The decision of the Discipline Panel may be appealed in accordance with Canada Snowboard's *Appeals Policy*.

Suspension Pending a Hearing

45. The Executive Director may, at their sole discretion, determine that an alleged incident is of such seriousness as to warrant suspension of an Individual pending completion of a criminal process, the hearing, or a decision of the Discipline Panel.

Criminal Convictions

46. An Individual's conviction for a *Criminal Code* offense will be deemed an infraction under this Policy and will result in expulsion from Canada Snowboard. *Criminal Code* offences may include, but are not limited to:

- a) Any child pornography offences
- b) Any sexual offences
- c) Any offence of physical violence
- d) Any offence of assault
- e) Any offence involving trafficking of illegal drugs

Confidentiality

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

Timelines

48. 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.

Records and Distribution of Decisions

49. Other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, sport clubs, etc., may be advised of any decisions rendered in accordance with this Policy.