



## **Discipline and Complaints Policy**

**Approved by the Board of Directors May 8, 2013**

### **Definitions**

1. The following terms have these meanings in this Policy:
  - a) “*Case Manager*” – An individual appointed by Canada Snowboard, including but not limited to, any Canada Snowboard Staff, Committee Member, Volunteer or Director; or any independent third party, to oversee this Appeal Policy. The Case Manager will be responsible for, but not limited to:
    - i. The overall responsibility to ensure procedural fairness and the applicable timelines are respected; and
    - ii. The decision-making authority described in this Policy.
  - b) “*Complainant*” – The Party alleging an infraction
  - c) “*Days*” – Days irrespective of weekend and holidays
  - d) “*Individuals*” – Registered Snowboarders and all individuals engaged in activities with, Canada Snowboard including, but not limited to, athletes, coaches, judges, officials, volunteers, managers, administrators, committee members, and directors and officers of Canada Snowboard
  - e) “*Parties*” – The Complainant, Respondent, and any other Individuals or persons affected by the complaint
  - f) “*Respondent*” – The alleged infracting Party
  - g) “*Sport Environment*” – Any place where Canada Snowboard business or activities are conducted. Sport Environment includes but is not limited to, Canada Snowboard competitions, tournaments, practices, tryouts, training camps, travel associated with Canada Snowboard, the Canada Snowboard office environment and any meetings.

### **Purpose**

2. Canada Snowboard is committed to providing an environment in which all Individuals involved with Canada Snowboard are treated with respect. Association with Canada Snowboard, as well as participation in its activities, brings many benefits and privileges. At the same time, Individuals are expected to fulfill certain responsibilities and obligations including complying with Canada Snowboard’s policies, bylaws, rules and regulations, and *Code of Conduct and Ethics*. Conduct that violates these values may be subject to sanctions pursuant to this Policy. Since discipline may be applied, Canada Snowboard provides Individuals with the mechanism outlined in this Policy so that complaints are handled fairly, expeditiously, and affordably.

### **Application of this Policy**

3. This Policy applies to all Individuals.
4. This Policy applies to discipline matters that may arise within the Canada Snowboard Sport Environment.
5. Discipline matters and complaints arising within beyond the Canada Snowboard Sport Environment will be dealt with pursuant to the policies of these other entities unless accepted by Canada Snowboard at its sole discretion.

### **Reporting a Complaint**

6. Any Individual may report any complaint to the Canada Snowboard office. Such a complaint must be in writing and signed, and must be filed within fourteen (14) days of the alleged incident. Anonymous complaints may be accepted at the sole discretion of Canada Snowboard.
7. A Complainant wishing to file a complaint outside of the fourteen (14) day period must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the complaint

outside of the fourteen (14) day period will be at the sole discretion of the Case Manager. This decision may not be appealed.

### **Dispute Resolution and Mediation**

8. Before any complaint proceeds to the formal stage, the dispute will first be referred to Canada Snowboard's Executive Director (or designate) for review, with the objective of resolving the dispute via alternate dispute resolution (ADR) and/or mediation.
9. Canada Snowboard's Executive Director (or designate) shall first use Canada Snowboard's *Dispute Resolution Policy* to attempt to resolve the dispute.

### **Case Manager**

10. Should the engagement by Canada Snowboard's Executive Director (or designate) not resolve the dispute, Canada Snowboard will appoint a Case Manager to oversee management and administration of complaints submitted in accordance with this Policy and such appointment is not appealable. The Case Manager has an overall responsibility to ensure procedural fairness is respected at all times in this Policy, and to implement this Policy in a timely manner. More specifically, the Case Manager has a responsibility to:
  - a) Determine whether the complaint is frivolous or vexatious and within the jurisdiction of this Policy. If the Case Manager determines the complaint is frivolous or vexatious or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The Case Manager's decision to accept or dismiss the complaint may not be appealed
  - b) Determine if the complaint is a minor or major infraction
  - c) Appoint the Panel, if necessary, in accordance with this Policy
  - d) Coordinate all administrative aspects of the complaint
  - e) Provide administrative assistance and logistical support to the Panel as required
  - f) Provide any other service or support that may be necessary to ensure a fair and timely proceeding
11. The Case Manager will inform the Parties if the incident is to be dealt with as a minor infraction or major infraction and the matter will be dealt with according to the applicable section relating to the minor or major infraction.
12. This Policy does not prevent an appropriate person having authority from taking immediate, informal or corrective action in response to behaviour that constitutes either a minor or major infraction. Further sanctions may be applied in accordance with the procedures set out in this Policy.
13. Any infractions or complaints occurring within competition will be dealt with pursuant to the appropriate procedures at that competition. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this Policy.

### **Minor Infractions**

14. Minor infractions are **single incidents** of failing to achieve expected standards of conduct that generally do not result in harm to others or to Canada Snowboard. Examples of minor infractions can include, but are not limited to, a single incident of:
  - a) Disrespectful, offensive, abusive, racist, or sexist comments or behaviour
  - b) Disrespectful conduct such as outbursts of anger or argument
  - c) Conduct contrary to the values of Canada Snowboard
  - d) Being late for, or absent from, Canada Snowboard events and activities at which attendance is expected or required
  - e) Non-compliance with Canada Snowboard's policies, procedures, rules, or regulations
  - f) Minor violations of Canada Snowboard's *Code of Conduct and Ethics*
  - g) Tampering

15. All disciplinary situations involving minor infractions will be dealt with by the appropriate person who has authority over both the situation and the individual involved. The person in authority can be, but is not restricted to being, staff, organizers, or Canada Snowboard decision-makers.
16. Provided that the Individual being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident, procedures for dealing with minor infractions will be informal (compared to the procedures for major infractions) and will be determined at the discretion of the person responsible for discipline of such infractions (as noted above).
17. Penalties for minor infractions, which may be applied singularly or in combination, include the following:
  - a) Verbal or written reprimand from Canada Snowboard to one of the Parties
  - b) Verbal or written apology from one Party to the other Party
  - c) Service or other voluntary contribution to Canada Snowboard
  - d) Removal of certain privileges of membership for a designated period of time
  - e) Suspension from the competitions, activities, or events
  - f) Restriction of activities
  - g) Fines
  - h) Any other sanction considered appropriate for the offense
18. Minor infractions that result in discipline will be recorded and records will be maintained by Canada Snowboard. Repeat minor infractions may result in further such incidents being considered a major infraction.

### **Major Infractions**

19. Major infractions are instances of failing to achieve the expected standards of conduct that result, or have the potential to result, in harm to other persons, to Canada Snowboard, or to the sport of snowboard. Examples of major infractions include, but are not limited to:
  - a) Repeated minor infractions
  - b) Any incident of hazing
  - c) Incidents of physical abuse
  - d) Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
  - e) Pranks, jokes, or other activities that endanger the safety of others
  - f) Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
  - g) Conduct that intentionally damages Canada Snowboard's image, credibility, or reputation
  - h) Disregard for Canada Snowboard's bylaws, policies, rules, and regulations
  - i) Major or repeated violations of Canada Snowboard's *Code of Conduct and Ethics*
  - j) Intentionally damaging Canada Snowboard property or improperly handling Canada Snowboard monies
  - k) Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics
  - l) Any possession or use of banned performance enhancing drugs or methods
20. Major infractions occurring within competition may be dealt with immediately, if necessary, by an appropriate person having authority. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this Policy. This review does not replace the appeal provisions of this Policy.
21. Major infractions will be handled using the Procedure for Major Infraction Hearing set out in this Policy, except where a dispute resolution procedure contained within a contract, employee agreement, or other formal written agreement takes precedence.

### **Procedure for Major Infraction Hearing**

22. The Case Manager shall notify the Parties that the complaint is potentially legitimate and the incident shall be dealt with as a major infraction. The Case Manager shall then decide the format under which the complaint will be heard. This decision is at the sole discretion of the Case Manager and may not be appealed.
23. The Case Manager will appoint a Discipline Panel, which shall consist of a single Adjudicator, to hear the complaint. In extraordinary circumstances, and at the discretion of the Case Manager, a Panel of three persons may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Panel's members to serve as the Chair.
24. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Panel will determine the appropriate disciplinary sanction. The Panel may still hold a hearing for the purpose of determining an appropriate sanction.
25. If a Party chooses not to participate in the hearing, the hearing will proceed in any event.
26. The Case Manager will determine the format of the hearing, which may involve an oral in-person hearing, an oral hearing by telephone, 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 deems appropriate in the circumstances, provided that:
  - a) The Parties will be given appropriate notice of the day, time, and place of the hearing
  - b) Copies of any written documents which the parties wish to have the Panel consider will be provided to all Parties in advance of the hearing
  - c) The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense
  - d) The Panel may request that any other individual participate and give evidence at the hearing
  - e) The 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 Panel members
27. 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 complaint in question and will be bound by the decision.
28. In fulfilling its duties, the Panel may obtain independent advice.

### **Decision**

29. After hearing the matter, the 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 Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and Canada Snowboard. In extraordinary circumstances, the 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 Panel.

### **Sanctions**

30. The Panel may apply the following disciplinary sanctions, singularly or in combination, for major infractions:
  - a) Verbal or written reprimand from Canada Snowboard to one of the Parties
  - b) Verbal or written apology from one Party to the other Party
  - c) Service or other voluntary contribution to Canada Snowboard
  - d) Suspension from the competitions, activities, or events

- e) Expulsion or dismissal from Canada Snowboard
- f) Withholding of prize money or awards
- g) Payment of the cost of repairs for property damage
- h) Suspension of funding from Canada Snowboard or from other sources
- i) Any other sanction considered appropriate for the offense

31. Unless the Panel decides otherwise, any disciplinary sanctions will begin immediately. Failure to comply with a sanction as determined by the Panel will result in automatic suspension until such time as compliance occurs.
32. Major infractions that result in discipline will be recorded and records will be maintained by Canada Snowboard.

### **Suspension Pending a Hearing**

33. Canada Snowboard may determine that an alleged incident is of such seriousness as to warrant suspension of an Individual pending a hearing or a decision of the Panel or the completion of any criminal investigation or the completion of the criminal process.

### **Criminal Convictions**

34. A Individual's conviction for any of the following *Criminal Code* offenses will be deemed a major infraction under this Policy and will result in dismissal from Canada Snowboard upon the sole discretion of Canada Snowboard:
- a) Any child pornography offences
  - b) Any sexual offences
  - c) Any offence of physical or psychological violence
  - d) Any offence of assault
  - e) Any offence involving trafficking of illegal drugs

### **Confidentiality**

35. The discipline and complaints process is confidential and involves only the Parties, the Case Manager, the Panel, and any independent advisors to the 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**

36. 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 Panel may direct that these timelines be revised.

### **Records and Distribution of Decisions**

37. Minor and major infractions that result in discipline, as well as decisions of any appeals, shall be recorded and maintained by Canada Snowboard.
38. Other provincial or territorial snowboard associations may be advised of any decisions and, if there was an appeal, the appeal decision.
39. Decisions and appeals are matters of public interest and shall be publicly available with the names of the individuals redacted. Names of persons disciplined may be disclosed to the extent necessary to give effect to any sanction imposed.

### **Appeals Procedure**

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