



Discipline and Complaints Policy

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

- a) “*Complainant*” – The party alleging an infraction
- b) “*Respondent*” – The alleged infracting party
- c) “*Days*” – Days irrespective of weekend and holidays
- d) “*Member*” - All categories of membership defined in the Pakmen Volleyball Club (Pakmen) constitution and by-laws including but not limited to, athletes, coaches, volunteers, managers, administrators, and directors and officers of Pakmen

Purpose

2. Membership in the Pakmen Volleyball Club (Pakmen), as well as participation in its activities, brings many benefits and privileges. Members are expected to fulfil certain responsibilities and obligations including, but not limited to, complying with the Pakmen Constitution, bylaws, policies, procedures, rules and regulations, and Code of Conduct. Irresponsible behaviour by members can result in severe damage to the integrity of Pakmen. Conduct that violates these values may be subject to sanctions pursuant to this Policy.

Application of this Policy

3. This Policy applies to all Members as defined in the Definitions.

4. This Policy applies to discipline matters that may arise during the course of Pakmen business, activities and events including, but not limited to, competitions, practices, training camps, travel associated with Pakmen activities, and any meetings.

5. Discipline matters and complaints arising within the business, activities, or events organized by entities other than the Pakmen will be dealt with pursuant to the policies of these other entities unless accepted by the Pakmen at its sole discretion.

Reporting a Complaint

6. Any Member may report to the Pakmen Head Coach any complaint of an infraction by a Member. Such a complaint must be signed and in writing, and must be filed within fourteen (14) days of the alleged incident. Anonymous complaints may be accepted at the sole discretion of the Pakmen’s President and/or Head Coach.

7. A Complainant wishing to file a complaint beyond the fourteen (14) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside the fourteen (14) day period will be at the sole discretion of Pakmen. This decision may not be appealed.

Head Coach – Case Manager

8. Upon receiving a complaint, the Pakmen will assign the case to the Pakmen Head Coach within seven (7) days to oversee the management and administration of a complaint submitted in accordance with this Policy and such appointment is not appealable. The Head Coach has an overall responsibility to implement this Policy in a timely manner including:

- a) Determine whether the complaint is frivolous or outside the jurisdiction of this Policy. If the Head Coach determines the complaint is frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The Head Coach’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 a Mediator and/or Panel, if necessary, in accordance with this Policy
- d) Determine the format of the hearing
- e) Coordinate all administrative aspects of the complaint
- f) Provide administrative assistance and logistical support to the Panel as required
- g) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

9. The Head Coach will inform the Parties if the incident is to be dealt with as a minor or major infraction and the matter will be dealt with according to the applicable sections of this Policy relating to minor or major infractions.

10. 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.

Minor Infractions

11. Minor infractions are single incidents of failing to achieve expected standards of conduct that generally do not result in harm to others, Pakmen, or the sport of volleyball.

12. All disciplinary situations involving minor infractions will be dealt with by the appropriate person who has authority over the situation and the individual involved. The person in authority can be, but is not restricted to being, staff, officials, coaches, organizers, or Pakmen decision makers.

13. Provided that the Respondent 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 in section 12).

14. Penalties for minor infractions, which may be applied singularly or in combination, include the following:

- a) Verbal or written warning
- b) Verbal or written apology
- c) Service or other voluntary contribution to Pakmen
- d) Removal of certain privileges of membership for a designated period of time
- e) Suspension from the current competition, activity, or event
- f) Any other sanction considered appropriate for the offense

15. Minor infractions that result in discipline will be recorded and records will be maintained by Pakmen. Repeat minor infractions may result in further such incidents being considered a major infraction.

Major Infractions

16. 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 Pakmen, or to the sport of volleyball.

17. Examples of major infractions include, but are not limited to:

- a) Repeated Minor Infractions
- b) Intentionally damaging Pakmen property or improperly handling Pakmen monies

- c) Incidents of physical abuse
- d) Pranks, jokes, or other activities (including hazing) that endanger the safety of others
- e) Disregard for the bylaws, policies, rules, regulations, and directives of Pakmen
- f) Conduct that intentionally damages the image, credibility, or reputation of Pakmen
- g) Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
- h) Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics

18. Major infractions will be decided using the disciplinary procedures set out in this Policy, except where a dispute resolution procedure contained within a contract or other formal written agreement takes precedence.

19. 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.

Procedure for Major Infraction Hearing

20. If the Head Coach is satisfied that the complaint is a major infraction, the Head Coach will, with the consent of the parties, seek to resolve the complaint through mediation using the services of an independent mediator or the Head Coach.

21. If the complaint cannot be resolved through mediation, then a hearing before a Panel will take place. The Head Coach will appoint the Panel, which will consist of a single Adjudicator, to hear the appeal. In extraordinary circumstances, and at the discretion of the Head Coach, a Panel of three (3) persons may be appointed to hear and decide the complaint. In this event, the Head Coach will appoint one of the Panel's members to serve as the Chair.

22. 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 hold a hearing for the purpose of determining an appropriate sanction.

23. If the Respondent chooses not to participate in the hearing, the hearing will proceed in any event.

24. The Head Coach will determine the format of the hearing, which may involve an oral in-person hearing, an oral hearing by telephone, a hearing based on written submissions, or a combination of these methods. The hearing will be governed by the procedures that the Head Coach and the 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
- 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) Decisions will be by a majority vote of Panel members

25. 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 under this Policy, that party will become a party to the complaint in question and will be bound by the decision.

26. In fulfilling its duties, the Panel may obtain independent advice.

Decision

27. After hearing the matter, the Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. The Panel's written decision, with reasons, will be distributed to all parties, the Head Coach, and Pakmen. The decision will be considered a matter of public record unless decided otherwise by the Panel.

Sanctions

28. The Panel may apply the following disciplinary sanctions, singularly or in combination, for major infractions:

- a) Verbal or written reprimand
- b) Verbal or written apology
- c) Service or other voluntary contribution to Pakmen
- d) Removal of certain privileges of membership
- e) Suspension from certain Pakmen teams, events, and/or activities
- f) Suspension from all Pakmen activities for a designated period of time
- g) Payment of the cost of repairs for property damage
- h) Suspension of funding from Pakmen or from other sources
- i) Expulsion from Pakmen
- j) Any other sanction considered appropriate for the offense

29. Unless the Panel decides otherwise, any disciplinary sanctions will commence immediately. Failure to comply with a sanction as determined by the Panel will result in automatic suspension until such time as compliance occurs.

30. Major infractions that result in discipline will be recorded and records will be maintained by Pakmen.

Suspension Pending a Hearing

31. Pakmen may determine that an alleged incident is of such seriousness as to warrant suspension of the Respondent pending a hearing and a decision of the Panel.

Criminal Convictions

32. A Member's conviction for any of the following *Criminal Code* offenses will be deemed a major infraction under this Policy and will result in expulsion from Pakmen and/or removal from Pakmen competitions, programs, activities and events upon the sole discretion of Pakmen:

- 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

33. The discipline and complaints process is confidential and involves only the Parties, the Head Coach, the Panel, and any independent advisors to the Panel under section 26 of this policy. 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.

Appeals Procedure

34. The decision of the Panel may be appealed in accordance with the Pakmen Appeal Policy.