

## Discipline & Complaints Policy

**1) The Organization refers to:** Triathlon Ontario

### **2) Definitions**

a) The following terms have these meanings in this Policy:

- i) *“Case Manager”* – An individual appointed by the Discipline Chair to implement certain complaints under this *Discipline and Complaints Policy*. The Case Manager does not need to be a member of, or affiliated with, the Organization
- ii) *“Complainant”* – The Party alleging an infraction
- iii) *“Days”* – Days including weekends and holidays
- iv) *“Discipline Chair”* – The Executive Director or an individual appointed by the Executive Director to be the first point-of-contact for all discipline and complaint matters reported to the Organization
- v) *“Individuals”* – All categories of membership defined in the Organization’s Bylaws, as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, umpires, volunteers, managers, administrators, committee members, Directors and Officers of the Organization, spectators, and parents/guardians of athletes
- vi) *“Respondent”* – The alleged infracting Party

### **3) Purpose**

a) Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Organization’s policies, Bylaws, rules and regulations, *and Code of Conduct and Ethics*. Non-compliance may result in sanctions pursuant to this Policy.

### **4) Discipline Chair**

a) The Discipline Chair will be the Executive Director, or an individual appointed by the Executive Director, to handle the duties of the Discipline Chair.

b) The Discipline Chair is appointed to handle a complaint or incident must be unbiased and not in a conflict of-interest situation.

### **5) Application of this Policy**

a) This Policy applies to all Individuals.

b) This Policy applies to matters that may arise during the course of the Organization’s business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with Organization activities, and any meetings

c) This Policy also applies to Individuals' conduct outside of the Organization's business, activities, and events when such conduct adversely affects relationships within the Organization (and its work and sport environment), is detrimental to the image and reputation of the Organization, or upon the acceptance of the Organization. Applicability will be determined by the Organization at its sole discretion.

d) 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.

e) An employee of the Organization who is a Respondent will be subject to appropriate disciplinary action per 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.

## **6) Process**

a) Any Individual may report an incident or complaint to the Discipline Chair in writing, within fourteen (14) days of the alleged incident, although this timeline can be waived or extended at the Discipline Chair's discretion. At the Organization's discretion, the Organization may act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, the Organization will identify an individual to represent the Organization.

b) 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 the Discipline Chair. This decision may not be appealed.

c) The Discipline Chair will determine whether the complaint is frivolous or vexatious within ten (10) days of receiving it. If the Discipline Chair determines the complaint is frivolous or vexatious, the complaint will be dismissed immediately.

d) If a complaint is determined by the Discipline Chair to be legitimate, the complaint will be designated as a minor or major infraction and dealt with according to the appropriate sections of this Policy. It will be at the sole discretion of the Discipline Chair to determine whether a complaint is to be dealt with as a major or minor infraction.

## **7) Case Manager**

a) Following the determination that the complaint or incident shall be accepted, the Discipline Chair may appoint a Case Manager to oversee management and administration of the complaint or incident. Such appointment is not appealable.

b) The Case Manager has a responsibility to:

i) Investigate the complaint to determine whether the complaint is frivolous and/or within the jurisdiction of this Policy

ii) Propose the use of the Organization's *Dispute Resolution Policy*

iii) Appoint the Discipline Panel, if necessary

iv) Coordinate all administrative aspects and set timelines

v) Provide administrative assistance and logistical support to the Discipline Panel as required

vi) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

c) If the Case Manager determines the complaint is:

i) Frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately

ii) 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

d) The Case Manager's decision to accept or dismiss the complaint may not be appealed.

e) The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.

## **8) Minor Infraction:**

a) Minor infractions are single incidents of failing to achieve expected standards of conduct that generally do not result in harm to others, the Organization, or the sport. Examples of minor infractions can include, but are not limited to, a single incident of:

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 the Organization

v) Non-compliance with the Organization's policies, procedures, rules, or regulations

vi) Minor violations of the Organization's *Code of Conduct and Ethics*

b) Sanctions

i) Following the determination that the complaint or incident should be handled as a Minor Infraction, the Discipline Chair will review the submissions related to the complaint or incident,

investigate the incident as appropriate, and determine one or more of the following sanctions:

- (1) Verbal or written reprimand
- (2) Verbal or written apology
- (3) Service or other contribution to the Organization
- (4) Removal of certain privileges
- (5) Suspension from certain teams, events, and/or activities
- (6) Suspension from all Organization activities for a designated period of time
- (7) Any other sanction considered appropriate for the offense

c) The Discipline Chair will inform the Respondent of the sanction, which will take effect immediately.

d) Records of all sanctions will be maintained by the Organization.

### **9) Major Infraction:**

a) 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 the Organization, or to the sport. Examples of major infractions include, but are not limited to:

- 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 the Organization's image, credibility, or reputation
- viii) Consistent disregard for the Organization's bylaws, policies, rules, and regulations
- ix) Major or repeated violations of the Organization's *Code of Conduct and Ethics*
- x) Intentionally damaging Organization property or improperly handling the Organization 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

### **10) Process**

a) After notifying the Parties that the complaint has been accepted, the Discipline Chair or Case Manager may propose using the Organization'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 Discipline Chair or Case Manager will appoint a Discipline Panel, which shall consist of a single Adjudicator, to hear the complaint, or at the discretion of

the Discipline Chair or 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.

b) The Discipline Chair or 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 Discipline Chair or Case Manager and the Discipline Panel deem appropriate in the circumstances, provided that:

i) 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

ii) Copies of any written documents which the parties wish to have the Discipline Panel consider will be provided to all Parties, through the Discipline Chair or Case Manager, in advance of the hearing

iii) The Parties may engage a representative, advisor, or legal counsel at their own expense

iv) The Discipline Panel may request that any other individual participate and give evidence at the hearing

v) 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

vi) The decision will be by a majority vote of the Discipline Panel

c) 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.

d) The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.

e) 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.

f) In fulfilling its duties, the Discipline Panel may obtain independent advice.

## **11) Decision**

a) 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 Discipline Chair Case Manager, and the Organization. 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.

## **12) Sanctions**

a) The Discipline Panel may apply the following disciplinary sanctions, singularly or in combination:

- i) Verbal or written reprimand
- ii) Verbal or written apology
- iii) Service or other contribution to the Organization
- iv) Removal of certain privileges
- v) Suspension from certain teams, events, and/or activities
- vi) Suspension from all Organization activities for a designated period of time
- vii) Payment of the cost of repairs for property damage
- viii) Suspension of funding from the Organization or from other sources
- ix) Expulsion from the Organization
- x) Any other sanction considered appropriate for the offense

b) 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.

c) Records of all decisions will be maintained by the Organization.

## **13) Appeals**

a) The decision of the Discipline Panel may be appealed in accordance with the Organization's *Appeal Policy*.

## **14) Suspension Pending a Hearing**

a) The Organization may 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.

## **15) Criminal Convictions**

a) An Individual's conviction for a *Criminal Code* offense, as determined by the Organization, will be deemed an infraction under this Policy and will result in expulsion from the Organization. *Criminal Code* offences may include, but are not limited to:

- i) Any child pornography offences
- ii) Any sexual offences
- iii) Any offence of physical violence
- iv) Any offence of assault
- v) Any offence involving trafficking of illegal drugs

#### **16) Confidentiality**

a) The discipline and complaints process is confidential and involves only the Parties, the Discipline Chair or 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.

#### **17) Timelines**

a) 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.

#### **18) Records and Distribution of Decisions**

a) 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.