



DISCIPLINE AND COMPLAINTS POLICY

Definitions

1. The following terms have these meanings in this Policy:
 - a) **Complaint** – For the purpose of this Policy, a complaint is a written objection that allegedly constitutes a violation of a Volleyball Canada Policy or Procedure
 - b) **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, Volleyball Canada
 - c) **Active Members** – All categories of membership defined in Volleyball Canada's Bylaws
 - d) **Days** – Defined as working days, not including weekends and holidays
 - e) **Discipline Chair(s)** – An individual or individuals appointed by the Chief Executive Officer to be the first point-of-contact for all discipline and complaint matters reported to Volleyball Canada
 - f) **Individuals** – All categories of membership defined in Volleyball Canada's Bylaws, as well as all individuals employed by, or engaged in activities with, Volleyball Canada including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, Directors and Officers of Volleyball Canada, spectators, and parents/guardians of athletes
 - g) **Complainant** – The Party alleging an infraction
 - h) **Respondent** – The alleged infracting Party

Policy Statement

2. Volleyball Canada believes in the fair and equitable treatment of all Active Members, and Individuals, and non-adversarial dispute resolution. In cases where mediation is unsuccessful, supported complaints, disagreements or challenges must be settled through a fair, effective and peaceful dispute resolution.

Purpose

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

Scope and Application

4. This Policy applies to all Individuals, and Active Members of Volleyball Canada.
5. This Policy applies to matters that may arise during the course of Volleyball Canada's business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with Volleyball Canada activities, and any meetings.
6. This Policy also applies to Individuals' conduct outside of Volleyball Canada's business, activities, and events when such conduct adversely affects relationships within Volleyball Canada (and its work and sport environment), is detrimental to the image and reputation of Volleyball Canada, or upon the acceptance of Volleyball Canada. Applicability will be determined by Volleyball Canada at its sole discretion.



7. 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.
8. An employee of Volleyball Canada who is a Respondent will be subject to appropriate disciplinary action per Volleyball Canada's *Human Resources Policy*, as well as the employee's Employment
9. Agreement, if applicable. Violations may result in a warning, reprimand, restrictions, suspension, or other disciplinary actions up to and including termination of employment.

Adult Representative

10. Complaints may be brought for or against an Individual who is a minor (younger than 19 years old). Minors must have a parent/guardian or other adult serve as their representative during this process.
11. Communication from the Discipline Chair or Case Manager, as applicable, must be directed to the minor's representative.
12. A minor is not required to attend an oral hearing, if held

Procedures

13. Any Individual may report an incident or complaint to the Chief Executive Officer in writing (electronically or by mail to Volleyball Canada's Head Office), within fourteen (14) days of the alleged incident, although this timeline can be waived or extended at Volleyball Canada's discretion.
14. Anonymous complaints may be accepted upon the sole discretion of Volleyball Canada.

Discipline Chair

15. The Chief Executive Officer will forward all complaints to the Chair of the Ethics Committee, who shall be a Board of Director.
16. The Chair of the Ethics Committee shall preside over a complaint as Discipline Chair. Should the Chair of the Ethics Committee see fit, they may appoint a third party as Discipline Chair. The Discipline Chair may choose to appoint three (3) individuals to serve as Discipline Chairs and, in this case, decisions of the Discipline Chairs will be by majority vote.
17. The Discipline Chair(s) appointed to handle a complaint or incident must be unbiased and not in a conflict of interest situation.
18. The Discipline Chair 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 will appoint an Investigator in accordance with Volleyball Canada's *Investigations Policy - Discrimination, Harassment, and Abuse* and Volleyball Canada, and the Investigator, will have additional responsibilities as described in that Policy.
19. At Volleyball Canada's discretion, it may act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, Volleyball Canada will identify an individual to represent Volleyball Canada.



Process for Receiving Complaint

20. Upon receipt of a complaint, the Discipline Chair has 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 Volleyball Canada
 - v. Non-compliance with Volleyball Canada's policies, procedures, rules, or regulations
 - vi. Minor violations of Volleyball Canada'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 Volleyball Canada's image, credibility, or reputation
 - viii. Consistent disregard for Volleyball Canada's bylaws, policies, rules, and regulations
 - ix. Major or repeated violations of Volleyball Canada's *Code of Conduct and Ethics*
 - x. Intentionally damaging Volleyball Canada property or improperly handling Volleyball Canada 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

Process #1: Handled by Discipline Chair

Sanctions

21. 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 Volleyball Canada
- d) Removal of certain privileges
- e) Suspension from certain teams, events, and/or activities
- f) Suspension from all Volleyball Canada activities for a designated period of time
- g) Any other sanction considered appropriate for the offense

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

23. Records of all sanctions will be maintained by Volleyball Canada.



Request for Reconsideration

24. 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 two (2) days of receiving the sanction. In the Request for Reconsideration, the Respondent must indicate:
- Why the sanction is inappropriate;
 - All evidence to support the Respondent's position; and
 - What penalty or sanction (if any) would be appropriate
25. Upon receiving a Request for Reconsideration, the Discipline Chair may decide to accept or reject the Respondent's suggestion for an appropriate sanction.
26. Should the Discipline Chair accept the Respondent's suggestion for an appropriate sanction, that sanction will take effect immediately.
27. 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

28. Following the determination that the complaint or incident should be handled under Process #2, Volleyball Canada 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.
29. The Case Manager has a responsibility to:
- Determine whether the complaint is frivolous and/or within the jurisdiction of this Policy
 - Appoint the Discipline Panel, if necessary
 - Coordinate all administrative aspects and set timelines
 - Provide administrative assistance and logistical support to the Discipline Panel as required
 - Provide any other service or support that may be necessary to ensure a fair and timely proceeding

Procedures

30. If the Case Manager determines the complaint is:
- Frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately
 - 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
31. The Case Manager's decision to accept or dismiss the complaint may not be appealed.
32. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.



33. After notifying the Parties that the complaint has been accepted, the Case Manager may propose using alternate dispute resolution, with the assistance of a mediator, with the objective of resolving the dispute. If applicable, and if the dispute is not resolved by alternate dispute resolution, 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.
34. 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
35. 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.
36. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
37. 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.
38. In fulfilling its duties, the Discipline Panel may obtain independent advice.

Decision

39. 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 Volleyball Canada. 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

40. The Discipline Panel may apply the following disciplinary sanctions, singularly or in combination:
- Verbal or written reprimand
 - Verbal or written apology
 - Service or other contribution to Volleyball Canada
 - Removal of certain privileges
 - Suspension from certain teams, events, and/or activities
 - Suspension from all Volleyball Canada activities for a designated period of time
 - Payment of the cost of repairs for property damage
 - Suspension of funding from Volleyball Canada or from other sources
 - Expulsion from Volleyball Canada
 - Any other sanction considered appropriate for the offense
41. In cases involving National Team Athletes or the Athlete Agreement, the Discipline Panel may apply the following disciplinary sanctions, singularly or in combination:
- Stipulate specific performance to remedy the breach of the Athlete Agreement;
 - A written reprimand;
 - A verbal or written apology;
 - Removal of certain privileges;
 - Suspension from specified events or for a specified period of time; and/or
 - Any other sanctions which it considers appropriate in the circumstances
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 Volleyball Canada.

Appeals

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

Suspension Pending a Hearing

45. Volleyball Canada 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.

Criminal Convictions

46. An Individual's conviction for a *Criminal Code* offense, as determined by Volleyball Canada, will be deemed an infraction under this Policy and will result in expulsion from Volleyball Canada. *Criminal Code* offences may include, but are not limited to:
- Any child pornography offences
 - Any sexual offences
 - Any offence of physical violence
 - Any offence of assault
 - 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.

Communications

50. This policy must be effectively communicated to those who will be responsible for its implementation.

Review

51. This policy will be reviewed at least once every two years, or as decided by the Chief Executive Officer and/or the Volleyball Canada Board of Directors.

52. This policy should be reviewed in September 2020.

Approval

53. This policy was approved by the Volleyball Canada Board of Directors 6 November 2018.