

## DISCIPLINE AND COMPLAINTS POLICY

**“Organization” refers to:** Credit Valley Cycling Club

### Definitions

1. The following terms have these meanings in this Policy:
  - a) *“Complainant”* — The Party alleging an infraction
  - b) *“Days”* — Days including weekends and holidays
  - c) *“Discipline Chair(s)”* — An individual or individuals appointed by the Board to be the first point-of-contact for all discipline and complaint matters reported to the Organization
  - d) *“Individuals”* — All categories of membership defined in the Organization’s Bylaws, including Directors of the Organization
  - e) *“Respondent”* — The alleged infracting Party

### Purpose

2. 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.

### Discipline Chair

3. The Discipline Chair will be a Director of the Board, or an individual appointed by the Board to handle the duties of the Discipline Chair. The Board 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.
4. The Discipline Chair(s) appointed to handle a complaint or incident must be unbiased and not in a conflict of interest situation.

### Application of this Policy

5. This Policy applies to all Individuals.
6. This Policy applies to matters that may arise during the course of the Organization’s activities, and events including any meetings.
7. This Policy also applies to Individuals’ conduct outside of the Organization’s activities and events, when such conduct adversely affects relationships within the Organization and its’ environment is detrimental to the image and reputation of the Organization. Applicability will be determined by the Organization at its sole discretion.

### Process

8. 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.
9. 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 the Organization
  - v. Non-compliance with the Organization's policies, procedures, rules, or regulations
  - vi. Minor violations of the Organizations Code of Conduct and Ethics
- b) Process #2 — the Complaint alleges the following incidents:
- i. Repeated minor incidents
  - ii. Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
  - iii. Major incidents of violence (e.g., fighting, attacking, sucker punching)
  - iv. Pranks, jokes, or other activities that endanger the safety of others
  - v. Conduct that intentionally damages the Organizations image, credibility, or reputation
  - vi. Consistent disregard for the Organization's bylaws, policies, rules, and regulations
  - vii. Major or repeated violations of the Organization's Code of Conduct and Ethics
  - viii. Intentionally damaging Organization property or improperly handling the Organization monies
  - ix. Abusive use of alcohol, or use or possession of illicit drugs and narcotics
  - x. A conviction for any Criminal Code offense

### **Process #1: Handled by Discipline Chair**

#### Sanctions

10. 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 the Organization
  - d) Removal of certain privileges
  - e) Suspension from certain events and/or activities
  - f) Suspension from all Organization activities for a designated period of time
  - g) Any other sanction considered appropriate for the offense
11. The Discipline Chair will inform the Respondent of the sanction, which will take effect immediately.
12. Records of all sanctions will be maintained by the Organization.

#### Request for Reconsideration

13. 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:
- a) Why the sanction is inappropriate;
  - b) All evidence to support the Respondents position
  - c) What penalty or sanction (if any) would be appropriate
14. Upon receiving a Request for Reconsideration, the Discipline Chair may decide to accept or reject the Respondents suggestion for an appropriate sanction.

15. Should the Discipline Chair accept the Respondents suggestion for an appropriate sanction, that sanction will take effect immediately.
16. 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

17. Following the determination that the complaint or incident should be handled under Process #2, the Organization will appoint a Case Manager to oversee management and administration of the complaint or incident. Such appointment is not appealable.
18. The Case Manager has a responsibility to:
  - a) Determine whether the complaint is frivolous and/or within the jurisdiction of this Policy
  - b) Appoint the Discipline Panel, if necessary
  - c) Coordinate all administrative aspects and set timelines
  - d) Provide administrative assistance and logistical support to the Discipline Panel as required
  - e) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

Procedures

19. 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
20. The Case Managers decision to accept or dismiss the complaint may not be appealed.
21. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.
22. After notifying the Parties that the complaint has been accepted, 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 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.
23. 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
24. 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.
25. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
26. 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.
27. In fulfilling its duties, the Discipline Panel may obtain independent advice.

#### Decision

28. 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 hearings conclusion, the Discipline Panel's written decision, with reasons, will be distributed to all Parties, the 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.

#### Sanctions

29. 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 the Organization
  - d) Removal of certain privileges
  - e) Suspension from certain events and/or activities
  - f) Suspension from all Organization activities for a designated period of time
  - g) Payment of the cost of repairs for property damage
  - h) Expulsion from the Organization
  - i) Any other sanction considered appropriate for the offense
30. Unless the Discipline Panel decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal.
31. Records of all decisions will be maintained by the Organization.

#### Appeals

32. The decision of the Discipline Panel may be appealed in accordance with the Ontario Cycling Associations Appeal Policy.

### **Suspension Pending a Hearing**

33. 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.

### **Criminal Convictions**

34. 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:
  - 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**

35. 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**

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 Discipline Panel may direct that these timelines be revised.

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

37. 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.