



DISCIPLINE AND COMPLAINTS POLICY

Approved by the Squash Ontario Board of Directors on March 13, 2017

1. PREAMBLE

- 1.1 Squash Ontario is committed to providing a sport environment which is athlete-centered and which is characterized by the values of excellence, fairness, integrity, open communication and mutual respect.
- 1.2 Membership in Squash Ontario, as well as, participation in the activities of Squash Ontario brings with it many benefits and privileges. At the same time members are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Code of Conduct, policies, rules and regulations of Squash Ontario.
- 1.3 The Squash Canada Code of Conduct identifies the standard of behavior which is expected of members of Squash Ontario and participants in Squash Ontario events. Members of Squash Ontario and participants in Squash Ontario events who fail to meet this standard will be subject to the disciplinary sanctions identified within this policy.

2. DEFINITION

- 2.1 Participant - means members defined in the by-laws of Squash Ontario and all individuals engaged in activities with Squash Ontario including, but not limited to, athletes, coaches, officials, volunteers, directors, officers, team managers, team captains, medical and paramedical personnel, administrators and independent contract personnel, but excluding full or part-time office staff employees.

3. APPLICATION

- 3.1 This policy applies to all Participants as defined in Paragraph 2.1 of this policy.

3.2 This policy applies to discipline matters which may arise during the course of all Squash Ontario business, activities and events including, but not limited to, tournaments, training camps, exhibitions, meeting and travel associated with these activities.

3.3 This policy does not apply to matters arising within the business, activities or events of provincial/territorial squash associations, clubs or affiliated organizations of Squash Ontario except where the incident involves a Participant other than province/territory Squash Association.

4. REPORTING AN INCIDENT

4.1 Any person who witnesses or is advised of conduct of a Participant which they view to be in breach of the Squash Ontario Code of Conduct, its policies, rules or regulations may report the incident to Squash Ontario by completing an incident report substantially in the form attached as Appendix B.

4.2 The incident report must be delivered to the Executive Director of Squash Ontario within 21 days of the incident.

5. PROCEDURES

5.1 The Executive Director shall consider whether the mediation process is appropriate and if the parties agree, the complaint will be dealt with by the mediation process. (See Appendix D for a description of the mediation process).

5.2 In the mediation process sanctions as set out in Appendix C, may be agreed upon.

5.3 If the Executive Director is of the opinion that the mediation process is not appropriate for the circumstances or a resolution is not reached by the mediation process, then:

5.3.1 Within 7 days of receipt of the incident report or the conclusion of the mediation process, whichever is appropriate, the President of Squash Ontario or a person appointed by the President shall appoint a disciplinary panel consisting of 3 individuals, one of whom shall be from the peer group of the Participant complained of, where possible (the "Discipline Panel").

6. HEARING OF THE DISCIPLINE PANEL

6.1 The Discipline Panel shall hold a hearing no later than 21 days from the appointment of the Discipline Panel.

6.2 The Discipline Panel shall govern its own procedures subject to the following guidelines:

6.2.1 The Discipline Panel may set a date, time and place for the hearing or determine that the hearing shall be conducted by telephone conference or video conference.

6.2.2 The Participant complained of shall be given 10 days notice of the date, time and place of the hearing or telephone conference or video conference.

6.2.3 The Discipline Panel shall provide to the Participant complained of a copy of the incident report or reports.

6.2.4 The Participant complained of shall have the right to be represented at the hearing or in the telephone conference or video conference.

6.2.5 The Discipline Panel may abridge or extend the time provisions related to the hearing.

6.2.6 The Discipline Panel shall provide to the Participant complained of and the Executive Director its written reasons within 7 days of the date of the hearing.

7. SANCTIONS

7.1 Examples of the range of sanctions are set out in Appendix C.

7.2 The sanctions set out in Appendix C are in addition to any sanctions provided in any other Squash Ontario Policy.

8. APPEALS

8.1 All appeals from issues dealt with in this discipline policy shall be governed by the Appeals Policy of Squash Ontario.

APPENDIX B

SQUASH ONTARIO INCIDENT REPORT

To: Executive Director
Squash Ontario
2275 Bayview Ave
Toronto, Ontario
M4N 3M6

E-mail: jnicholls@squashontario.com

NOTE: Return this form by mail or e-mail

Date of incident:

Time of incident:

Name of writer: _____ Position:

Location of incident:

Individual(s) involved in the incident:

Facts of the incident (please be concise and accurate):

Names of individuals who observed the incident:

Signature of writer: _____ Date:

APPENDIX C

SANCTIONS

The following disciplinary sanctions may be applied, singly or in combination:

- (a) verbal reprimand
- (b) written reprimand to be placed in individual's file
- (c) verbal apology
- (d) hand-delivered written apology
- (e) team service or other voluntary contribution to Squash Ontario
- (f) suspension from the current competition
- (g) suspension from certain Squash Ontario events which may include suspension from the current competition or from future teams or competitions
- (h) withholding of prize money
- (i) payment of the cost of repairs for property damage caused by the Participant as determined by the Disciplinary Panel or mediator
- (j) suspension of Squash Ontario or Sport Canada funding
- (k) suspension from certain Squash Ontario activities (ie. competing, coaching or officiating) for a designated period of time
- (l) suspension from all Squash Ontario activities for a designated period of time
- (m) expulsion from Squash Ontario
- (n) other sanctions as may be considered appropriate for the offense

APPENDIX D

MEDIATION

Mediation is a process whereby the parties to an issue meet with an independent person called a mediator. The mediator meets with the parties separately or together as the mediator determines appropriate. The role of the mediator is to attempt to have the parties agree on a resolution of the complaint. If an agreement is reached by the parties, that will conclude the disciplinary procedure except for the enforcement of any sanctions agreed upon.

If the mediation process does not conclude in agreement amongst the parties, then the matter will follow the disciplinary procedure.