

## PICKLEBALL POLICY – COMPLAINTS AND DISCIPLINE

- 1) **POLICY STATEMENT** Grande Prairie Pickleball Club is committed to providing an environment in which everyone involved with Pickleball is treated with respect. When an individual's conduct demonstrates lack of respect or otherwise, it is an infraction of Pickleball by-laws or policies. A fair, expeditious process is in place to respond to complaints regarding the individual's behaviour.
- 2) **CONTEXT/BACKGROUND** Conduct in contravention of the values of Grande Prairie Pickleball Club as described in its by-laws, Pickleball Canada's Code of Conduct Policy or other policies may be subject to sanctions and discipline pursuant to this policy.
- 3) **APPLICATION** This policy applies to all individuals participating in Pickleball Canada programs, activities and events.
- 4) **Effective Date** -?????
- 5) **Complaint Process**
  - a. Grande Prairie Pickleball Club members or the general public can make a complaint in writing to the President of Grande Prairie Pickleball. A verbal complaint may be accepted and acted upon at the sole discretion of the President.
  - b. The complaint must be filed within 14 days of the alleged incident. IN the event the complaint is filed outside of the fourteen days the complaint along with the reasons for the delay must be provided to the president. The decision to act on this complaint is at the sole discretion of the president plus two Board members chosen by the President. The President and two Board Members will determine if the complaint should be viewed as a Minor or Major Infraction.
  - c. **Minor Infractions-** Are single incidents which generally do not result in harm to others. For example
    - i. Abusive language
    - ii. Outbursts of anger
    - iii. Conduct contrary to the values of Pickleball
    - iv. Being late or absent from an event or activity at which attendance is required
    - v. Non-compliance with GP Pickleball Policy
  - d. **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, or GP Pickleball. For example-

- i. Repeated minor infractions
- ii. Incidents of physical abuse
- iii. Incidents of harassment or sexual misconduct
- iv. Activities that endanger the safety of others
- v. Excessive use of alcohol
- vi. Intentional property damage
- vii. Repeated violations of this Code of Conduct document

e. Review of Complaint- Upon receipt of a complaint the president, will strike a committee consisting of two Directors and the President. The Committee will determine if the complaint is frivolous or outside of GP Pickleball Club's jurisdiction. If it is, it will be dismissed. If it is not the Committee will decide if the infraction is a minor or major infraction. If at any point during the investigation the Committee concludes a criminal act, the President will notify the Police and cease the investigation.

i. Minor Infraction Process- After interviewing the complainant and the individual accused, the Committee may determine that no further action is required, or may apply a penalty as follows:

1. A verbal or written reprimand to the accused
2. Requiring a verbal or written apology from one party to the other
3. Volunteer service time

ii. Major Infraction - After interviewing the complainant and the individual accused, the Committee may determine that no further action is required. (If this has been deemed by the President plus 2 that it is a major incident, not a minor incident, it's unlikely that no further action would be required). IF further action is required the Committee will:

1. Ensure both parties have a copy of the complaint
2. Arrange a meeting of the full Board of Directors to discuss the complaint and recommendations. At this meeting the Board will go in camera to discuss the issue and provide an opportunity to the complainant and the accused to provide input. The input may be in person at the meeting or a written comment/opinion will be accepted from any board member that is unable to attend in person.

3. At the conclusion of the in camera meeting the Board will come out of in camera and may choose to make a formal motion applying a penalty. Penalties may include on or a combination of :

- a. A written reprimand
- b. Suspension from Grande Prairie Pickleball Club
- c. Expulsion from Grande Prairie Pickleball Club
- d. Referral to Pickleball Canada for further action

iii. Record of Decision- The decision will be recorded in the Executive Meeting minutes. A copy of the minutes will be supplied to both the complainant and the accused.