



TITLE	Safe Sport   Complaints and Discipline policy
TYPE	Policy
ENTRY IN FORCE	June 1, 2026
DATE OF LAST REVIEW	January 10, 2026
FREQUENCY OF REVIEW	Biennial (2 years)
TARGET COMPONENT	Pickleball NB
RESPONSIBLE SECTOR	Pickleball NB-General
DISTRIBUTION	<ul style="list-style-type: none"><li>- Executive &amp; Directors</li><li>- Affiliated Clubs</li><li>- Members</li></ul>
ADOPTED ON	December 2, 2025

## 1. SUMMARY

Pickleball New Brunswick (“Pickleball NB”) is committed to providing a respectful, fair, and positive environment across all its activities and events, and to promoting the sport of pickleball in a constructive manner.

Membership in Pickleball NB, and participation in its activities, carry both privileges and responsibilities. All Members and Individuals are expected to comply with the Code of Conduct, bylaws, policies, and regulations adopted by Pickleball NB.

When an Individual’s conduct fails to meet these standards, a fair, timely, and accessible process is in place to address complaints and determine appropriate disciplinary action.

## **2. ELEMENTS OF THE POLICY**

### **2.1 Application**

This Policy is applicable to all Members of Pickleball New Brunswick as well as any Individuals involved with, associated with, or employed by Pickleball NB.

The Policy governs matters that arise during the business activities and events of the Organization and its Members, including, but not limited to, competitions, practices, training sessions, treatments or consultations, camps, clinics, travel, and meetings.

Additionally, this Policy extends to conduct occurring outside the Organization's official activities if such behavior adversely impacts relationships within Pickleball NB or a Member or proves detrimental to the image, reputation, or integrity of the Organization or a Member. Applicability in these circumstances will be determined exclusively by Pickleball NB or the relevant Member, and such decisions are not subject to appeal.

This Policy pertains to alleged infractions of the Code of Conduct and Ethics by Individuals who have retired from the sport, provided the alleged incident occurred while the Individual was active, or where the conduct has a significant negative effect on Individuals or the sport.

Immediate disciplinary measures or interim sanctions may be imposed if warranted by circumstances.

Incidents specific to competitions may be managed according to competition procedures, with sanctions confined to the duration of the competition or event.

Employees identified as Respondents under this Policy may also face consequences in accordance with applicable employment agreements or human resources policies.

If an issue arises within an affiliated club or tournament, Members are expected to initially address the matter with the club president or tournament director. Pickleball NB may act as an observer or mediator

upon request. Should mediation be unsuccessful, decisions made by the affiliated club or tournament director shall be considered final.

In instances involving maltreatment, a written complaint must be submitted to Pickleball NB and will be referred to Sport NB. For more information, consult the following link: <https://www.sportnb.com/nb-safe-sport-complaint-mechanism/>.

Should the Respondent be the President of Pickleball NB, the complaint must be directed to Pickleball Canada.

## **2.2 Youth representation**

Complaints involving youth athletes (under 18 years of age) must include representation by a parent, guardian, or other responsible adult. All communications shall be directed to the youth's representative. Youth athletes are not required to attend oral hearings.

## **2.3 Context / Background**

Conduct that contravenes the values of Pickleball NB, as set out in its bylaws, Code of Conduct, or related policies, may result in discipline under this Policy.

## **2.4 Reporting a complaint**

Complaints must be submitted in writing to Pickleball NB and will be directed to the Case Manager.

Complaints must generally be filed within fourteen (14) days of the alleged incident. Late complaints may be accepted at the sole discretion of Pickleball NB. Anonymous complaints may also be accepted at the Organization's discretion.

Complaints involving youth must follow the procedures outlined in the relevant appendices.

### **2.4.1. Case manager**

The Case Manager is appointed annually by the Board of Directors and must be bilingual (English and French). The Case Manager shall not be a member of the Board but shall report to it.

### **2.4.2 Case Manager Responsibilities**

Upon receipt of a complaint, the Case Manager shall:

- Determine jurisdiction and whether the complaint is frivolous
- Identify whether the matter should be handled by a Club or the Organization
- Consider alternate dispute resolution
- Determine whether the complaint involves harassment, discrimination, abuse, or violence
- Decide the appropriate process to follow

Complaints involving serious misconduct, maltreatment, harassment, or abuse may be referred to a third-party administrator ([Sport NE](#)).

Less serious matters may be handled internally through a Discipline Panel.

### **2.5 Hearing and Decision**

Where a hearing is required, the Case Manager shall appoint a Discipline Panel. Hearings may be conducted in person, virtually, in writing, or through a combination of methods, as determined appropriate.

The Discipline Panel shall issue a written decision with reasons within fourteen (14) days of the conclusion of the hearing.

### **2.6 Sanction**

The Discipline Panel may impose one or more of the following sanctions:

- Written reprimand
- Written apology
- Mandatory education or training
- Suspension from activities or events
- Indefinite suspension
- Expulsion from Pickleball NB
- Any other sanction deemed appropriate

### **2.7 Appeals**

Decisions may be appealed in accordance with the Appeal Policy.

## **2.8 Interim suspension**

Pickleball NB may impose an interim suspension pending investigation or resolution where circumstances warrant.

## **2.9 Criminal Matters**

Where a potential criminal offence is identified, the Case Manager shall consult with the Board and notify law enforcement.

## **2.10 Criminal conviction**

Convictions involving child pornography, sexual offences, or violence shall constitute major infractions and may result in expulsion.

## **2.11 Confidentiality**

All proceedings under this Policy are confidential. Breaches of confidentiality may result in further discipline.

## **2.12 Timelines**

Timelines may be adjusted by the Case Manager where necessary to ensure procedural fairness.

## **2.13 Record and Distribution of decision**

Decisions may be shared with relevant sport organizations where appropriate.

## **3. UPDATE OF THE POLICY**

The policy will be reviewed on a biennial base, or as operational needs dictate.

## **4. ENTRY IN FORCE**

This policy will enter into force on June 1, 2026.



## **APPENDIX A PROCEDURE IN SUPPORT OF THE ABUSE PREVENTION POLICY**

### **PROCEDURES FOR ADDRESSING SUSPECTED CHILD ABUSE**

#### **General Principles**

The child protection authorities and/or police have prime responsibility for the investigation of allegations of child abuse and neglect. This means that any internal Pickleball New Brunswick investigation will be deferred or modified, pending the completion of a related child protection or police investigation. Pickleball New Brunswick will work cooperatively with the appropriate child protection authority and police and will share all information relevant to an investigation, to the extent permitted by law.

#### **Receiving a Complaint From a Child**

An initial disclosure of alleged child abuse must be received and responded to appropriately. Trauma may result from responses that seek to minimize or discount truthful disclosures. Similarly, external investigations may be compromised by unnecessary questioning. Some basic guidelines for responding to disclosure can be found in Appendix B.

Where Personnel of Pickleball New Brunswick has reasonable grounds to suspect that a child has suffered or is at risk of likely suffering child abuse, he, she or they must report those suspicions and the information on which they are based directly to the provincial child protection authority. The reporting person may request that one or more representatives of Pickleball New Brunswick be present while he, she or they are making the report to the child protection authority. If the individual believes the child to be at risk of immediate harm, the individual must file a report directly to the police.

The individual must also immediately notify the President of Pickleball New Brunswick.

The President must immediately notify the child's parents or guardians, unless it would be inappropriate to do so in the circumstances. It may be appropriate in some cases to seek the advice of the child protection authority prior to contacting the child's parents or guardians.

The reporting person may need to ask questions of the child or of the child's parent to clarify the nature of the complaint. Questioning should occur only until the point that the person has a reasonable suspicion that the child has been abused. Any further questioning constitutes investigation, which is the responsibility of the child protection authority or the police. Personnel of Pickleball New Brunswick must avoid interfering with investigations conducted by either child protection or police.

The reporting person must document in writing all the details of the report and provide a copy to the President. The President must contact the child protection authority confirming that the suspicion has been reported and keep a copy of the confirmation.

The President shall consult with the child protection authority as to the best way to address the child's continued involvement in Pickleball New Brunswick activities, if appropriate, and shall follow up with the child protection authority to determine the outcome of the investigation.

### **When Personnel is Suspected**

Where Personnel of Pickleball New Brunswick is suspected of conduct that may constitute child abuse, the President of Pickleball New Brunswick must be notified immediately and provided with all relevant information regarding the suspicion. Where the President of Pickleball New Brunswick is suspected of such conduct, the Executive Director of Pickleball Canada must be notified.

The subject matter of a complaint should not be discussed with the alleged perpetrator until specific instructions are received from the investigating police or child protection authority.

Generally, where abuse has been alleged against Personnel, the individual should be removed from situations involving unsupervised access to children, pending determination as to whether abuse occurred. Depending on the circumstances, removal may involve reassignment to other duties, suspension with or without pay (if an employee), or immediate termination if, for example, abuse is admitted.

The Personnel's status should be reassessed upon completion of any police or child protection investigation, after any criminal charges are laid, after any criminal case is

completed, and upon completion of any internal Pickleball New Brunswick investigation.

Any internal investigation conducted by Pickleball New Brunswick and any resulting disciplinary proceedings in connection with alleged abuse should be informed by the desirability of:

- a) Avoiding or reducing trauma to the child;
- b) Respecting the confidentiality and privacy interests of all affected parties, to the extent possible; and
- c) ensuring fairness to the Pickleball New Brunswick Personnel against whom a complaint has been made. The guarantee of fairness does not extend as far as providing emotional support, legal support or advocacy.

### **When a Child Is Suspected**

Where Personnel of Pickleball New Brunswick who is a child is suspected of conduct that may constitute child abuse, the procedures outlined above apply, with necessary modifications. The child protection authority should be contacted about

both the victim and the alleged perpetrator, and the parents of both the victim and the alleged perpetrator should be notified.

The President should review the available information to determine whether the alleged perpetrator may continue to participate in Pickleball New Brunswick activities pending investigation of the matter. Advice of the child protection authority or the police may be sought in this regard.

A decision to permit the alleged perpetrator to continue to participate may be made if it is determined, after appropriate consultation, that the alleged perpetrator's continued involvement is unlikely to be detrimental to the physical or mental well-being of the alleged victim or witnesses or other Personnel and is in the alleged perpetrator's best interests. Reasonable conditions may be imposed.

### **PROCEDURES FOR ADDRESSING INCIDENTS OTHER THAN CHILD ABUSE**

Incidents other than child abuse can appropriately be divided into two categories: serious incidents of violence, and less serious incidents. In determining the seriousness of an incident, the totality of the circumstances should be considered, including:

- a) The nature of the conduct perpetrated;
- b) Whether the conduct would amount to a criminal offence;
- c) The impact, including physical and emotional harm, upon the victim and the Pickleball New Brunswick community;

- d) The motivation or underlying causes for the conduct;
- e) The age of the alleged perpetrator and victim;
- f) Whether the conduct is isolated or reflects a pattern of misconduct; and
- g) whether the alleged perpetrator acted alone or with others.

Uttering threats of serious bodily harm or death, criminal intimidation, assault causing serious bodily harm, sexual assault, arson, robbery, stalking, extortion, gang or group-related violence, and hate motivated violence, will almost always be regarded as serious.

Fighting not resulting in bodily harm, some violent acts such as throwing objects, some threats and intimidation, and some inappropriate but not criminal behaviour may be regarded as less serious.

### **Serious Incidents of Violence**

All serious incidents of violence shall be reported to the police and to the President of Pickleball New Brunswick or, if the President is not available, to any member of the Board of Director.

If a child is involved, the parents or guardians of the child must be contacted with the least possible delay. However, reporting to the police should not be delayed because of the unavailability of a parent or guardian.

If, in the course of an investigation, the police need to speak to Personnel of Pickleball New Brunswick regarding alleged abuse, Pickleball New Brunswick will cooperate after being informed of the nature of the request.

Regardless of whether Personnel of Pickleball New Brunswick initiates disciplinary proceedings, the President of Pickleball New Brunswick must consider whether an internal investigation should be conducted, or internal disciplinary proceedings commenced, and determine the appropriate timing of any investigation or proceedings.

Any internal investigation conducted by Pickleball New Brunswick and any resulting disciplinary proceedings in connection with the incident should be informed by the desirability of:

- a) Avoiding or reducing trauma to the victim;
- b) Respecting the confidentiality and privacy interests of all affected parties, to the extent possible; and
- c) ensuring fairness to the Pickleball New Brunswick Personnel against whom a complaint has been made.

### **Less Serious Incidents**

Where a less serious incident is alleged, the allegations must be reported to the President of Pickleball New Brunswick.

The President must consider whether an internal Pickleball New Brunswick investigation should be conducted, or internal disciplinary proceedings commenced, and determine the appropriate timing of any investigation or proceedings. Such an investigation will generally be informal and expeditious, given the nature of the allegations.



## **APPENDIX B**

### **GUIDELINE FOR RESPONDING TO A DISCLOSURE OF ABUSE**

#### *Duty to Report*

Every province and territory have enacted legislation that outlines an individual's responsibility to protect young people from abuse. Everyone has a duty to report suspected or actual abuse. The report must be made to your local child protection agency (e.g., Children's Aid Society, Child and Family Services, etc.). If you believe that a child needs immediate protection, you must contact the police (911).

The way you respond to information shared with you by a child or a youth comes to about maltreatment by a parent, a coach, a teacher or even another young person is critical. The following guidance should help you in the first minutes of a disclosure:

#### **DO**

- Listen to the child and reassure the child that you believe him/her/they. It is highly unlikely and rare for a child to fabricate stories of abuse. The child has approached you because of your relationship; do not interrupt or express disbelief or shock, either through your words, your actions or your facial expressions.
- Speak to the child in private. It is important that the child continue to feel safe while disclosing maltreatment. Remember, the need for privacy does not negate the need to adhere to the spirit of the Rule of Two. Listen to the child in a quiet, private area that is also within view (open and observable) by others.
- Reassure the child that the conduct described is not the child's fault and that the child has done the right thing by disclosing. It is common for a child to feel that he/she/they have caused the abuse to occur or that s/he could have done more to stop it. Sometimes children or young people feel that they deserve the abuse, especially if it has been occurring for a lengthy period of time or if they have been abused by others previously.

- Tell the child who must be notified to better protect and respond to the disclosure. The child or young person may not want you to tell anyone else. In fact, he/she/they may cry or beg you to keep the information to yourself. Do not promise that you can do so.

After the disclosure, record clear and detailed notes, using the words of the child as much as possible. Record time and date of disclosure, identity of the child and alleged perpetrator, details of the incident(s) and other relevant information. Sign and date the document. If you need to make additions to the document, do so without altering the original. It is critical not to interview or probe into the disclosure by asking many questions, even if you are just wanting clarification; let



## INCIDENT & COMPLAINT REPORT

<b>Date and time of the incident</b>	
<b>Plaintiff's name</b>	
<b>Occupation</b>	
<b>Location of the incident</b>	

**Individual(s) involved in the incident:**

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\_\_\_\_\_

\_\_\_\_\_

**Brief objective description of the incident (please be concise, accurate and non-judgmental)**

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**Witness of the incident (if applicable)**

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<b>Section reserved for Pickleball NB administration</b>	
<b>Minor infraction</b>	<b>Major infraction</b>
<b>Reception date of the incident</b>	