**PICKLEBALL NEWFOUNDLAND & LABRADOR**

**DUPR ACCOUNT INTEGRITY AND FAIR PLAY POLICY**

## 1. PURPOSE

Pickleball Newfoundland & Labrador (PNL) is committed to promoting fair competition, sportsmanship, transparency, and integrity throughout the provincial pickleball community.

The Dynamic Universal Pickleball Rating (DUPR) system is used to assess player skill levels and support appropriate competitive placement. Accurate and complete player rating histories are essential to maintaining fair competition.

**This policy establishes:**

- Requirements for maintaining a single DUPR account.
- Procedures for identifying and correcting duplicate accounts.
- A distinction between accidental duplication and intentional rating manipulation.
- Standards for investigating suspected violations.
- Appropriate corrective measures and disciplinary consequences.
- Fair and transparent procedures for affected players.

PNL recognizes that duplicate accounts may arise through honest mistakes. This policy is intended to encourage voluntary correction while addressing deliberate conduct that undermines competitive integrity.

## 2. SCOPE AND APPLICATION

This policy applies to players participating in:

- Pickleball Newfoundland & Labrador (PNL) organized tournaments, programs, provincial championships, and competitions.
- PNL administered provincial team selection events, trials, and related competitive activities.
- Other PNL administered events where DUPR ratings are used for eligibility or competitive placement.
- The account integrity standards outlined in this policy also apply to all non-sanctioned pickleball activities involving players who intend to participate in the PNL activities identified above. This includes recreational play, Pickleheads games, friendly matches, and any other activities where results are reported to DUPR.

**For clarity:** Players must use the same DUPR account for all pickleball activities, whether sanctioned or non-sanctioned. Creating or maintaining a separate DUPR account for recreational, non-sanctioned, or other pickleball activities is not permitted.

For sanctioned events not administered by PNL, PNL may communicate concerns, provide information, and recommend corrective action to the appropriate tournament organizer, Pickleball Canada, or DUPR. PNL does not assume disciplinary authority over independently administered events.

**3. SINGLE DUPR ACCOUNT REQUIREMENT**

Each player must maintain and use only one personal DUPR account.

Players are responsible for:

Using their existing DUPR account for all DUPR-rated competition.
Ensuring that tournament registrations are linked to their correct DUPR profile.
Disclosing any known duplicate DUPR accounts and taking the necessary steps to have them merged into a single account, rather than deleting them.Initiating the consolidation of duplicate accounts through DUPR.
Providing accurate information regarding their rating history when requested for legitimate competition administration.

Players must not create, maintain, or use additional DUPR accounts for the purpose of obtaining a different rating, concealing previous results, or gaining an unfair competitive advantage.

This requirement applies regardless of the email address, affiliated club, registration platform, or playing hand associated with an account.

**4. ACCIDENTAL DUPLICATE ACCOUNTS**

PNL recognizes that duplicate DUPR accounts may be created unintentionally.

Examples include:

- A player creating a new account without realizing an existing account is already registered.
- A tournament organizer or club inadvertently creating a second player profile.
- Registration through different software platforms resulting in duplicate profiles.
- A player experiencing account access difficulties and mistakenly creating a replacement account.

Where duplication appears unintentional, PNL will prioritize education and correction rather than discipline.

**Correction Procedure**

- The player will be notified of the duplicate account concern.
- The player will be directed to initiate an account merge through DUPR.
- The player will normally have 14 calendar days to initiate the merge, unless a tournament deadline requires earlier action.
- PNL may request reasonable confirmation that the merge has been initiated or completed.
- No disciplinary sanction will normally be imposed where the player cooperates in good faith.

If DUPR processing delays prevent completion, PNL may grant additional time.

Where the corrected rating affects tournament eligibility, the player may be reassigned to the appropriate division in accordance with applicable tournament rules.

**5. INTENTIONAL DUPR ACCOUNT MANIPULATION**

Intentional account manipulation is considered a serious violation of competitive integrity.

Prohibited conduct includes, but is not limited to:

- Knowingly creating a second DUPR account to establish a lower rating.
- Using a lower-rated secondary account to enter a skill division for which the player's established rating would make them ineligible.
- Deliberately maintaining separate accounts to conceal match results or rating history.
- Creating a replacement account to avoid an established rating.
- Providing false or misleading information about existing DUPR accounts.
- Knowingly using multiple accounts to obtain an unfair competitive advantage.

**The existence of multiple DUPR accounts alone does not constitute proof of intentional misconduct.**

A finding of intentional misconduct must be based on evidence demonstrating that the player knowingly engaged in prohibited conduct.

PNL will consider the player's explanation, account history, prior notifications, and other relevant circumstances before reaching a determination.

**6. INITIAL IMPLEMENTATION AND 30-DAY CORRECTION PERIOD**

Upon adoption, PNL will establish a 30-calendar-day account correction period.

During this period:

- Players will be encouraged to review their DUPR accounts.
- Players with duplicate accounts will be asked to initiate consolidation.
- Educational information and account-merging instructions will be distributed.
- No disciplinary sanction will be imposed solely because a player voluntarily discloses and cooperates in correcting a duplicate account.

The correction period does not provide immunity for deliberate rating manipulation or fraudulent tournament registration.

Where a duplicate account has affected tournament eligibility, PNL may take appropriate administrative action to protect competitive fairness.

Following the correction period, the requirements and disciplinary provisions of this policy will be fully enforced.

## 7. REPORTING SUSPECTED VIOLATIONS

Concerns regarding duplicate accounts or possible rating manipulation may be submitted in writing to PNL through a designated Board contact:  Nicole Carlson, President, Pickleball Newfoundland & Labrador (president@pickleballnlca.com)

Reports should include, where available:

- The name of the player involved.
- Links or identifiers for the suspected duplicate DUPR profiles.
- Relevant tournament registrations or results.
- A description of the suspected violation.

Reports will be treated confidentially to the extent reasonably possible.

PNL will not publicly identify players based solely on unverified allegations.

Knowingly false or malicious complaints will be addressed under applicable codes of conduct.

## 8. REVIEW AND INVESTIGATION PROCEDURE

Upon receiving a report, PNL will conduct an initial assessment to determine whether the concern requires further investigation.

### Step 1 — Preliminary Review

A designated PNL representative will review available account information and determine whether there is a reasonable basis to proceed.

Where the circumstances clearly indicate an accidental duplicate, the matter may be resolved through the correction procedure in Section 4.

### Step 2 — Notification

Where intentional misconduct is reasonably suspected, the player will receive written notice describing:

- The nature of the allegation.
- The relevant accounts or tournament activity.
- The policy provisions potentially violated.
- The evidence available for review, subject to legitimate confidentiality requirements.
- The opportunity to provide a response.

### Step 3 — Player Response

The player will ordinarily have seven calendar days to respond, with reasonable extensions available where justified.

The player may provide explanations, supporting documentation, or evidence of efforts to correct the accounts.

**Step 4 — Independent Determination**

Unresolved allegations of intentional misconduct will be referred to Pickleball Canada.

Any person with an actual or reasonably perceived conflict of interest must not participate in the determination.

A finding of misconduct must be established on a balance of probabilities using sufficiently reliable evidence.

**Step 5 — Written Decision**

The player will receive a written decision setting out the findings, reasons, any sanction imposed, and available appeal rights.

**9. CORRECTIVE MEASURES AND DISCIPLINARY SANCTIONS**

Sanctions will be proportionate to the seriousness of the conduct and imposed only through an authorized process.

**9.1 Accidental Duplication**

Where the duplicate account was created unintentionally and the player cooperates:

- Account consolidation will be required.
- Tournament eligibility may be reviewed.
- No disciplinary sanction will normally apply.

**9.2 First Intentional Violation**

Where intentional manipulation is substantiated, possible sanctions include:

- A formal written warning.
- Mandatory consolidation of DUPR accounts.
- Correction of tournament division placement.
- Disqualification from an affected PNL administered event, where authorized by event rules.
- Suspension from PNL administered competitions for a period not exceeding **three months**.

The maximum three-month suspension is not automatic. Lesser sanctions may be appropriate depending on the circumstances.

**9.3 Repeated or Serious Violations**

Where a player commits repeated violations or engages in particularly serious intentional misconduct, possible sanctions include:

- Formal written reprimand.
- Disqualification from affected PNL administered events.
- Suspension from PNL administered competitions for a period of three to twelve months.
- Temporary ineligibility for PNL administered provincial team selection.
- Referral to Pickleball Canada or DUPR for consideration of further action within their respective authority.

A suspension exceeding three months may be imposed only for a repeated or serious violation, following the applicable disciplinary process.

**9.4 Factors Considered**

In determining an appropriate sanction, the decision-maker will consider:

- Whether the conduct was intentional.
- Whether the player voluntarily disclosed the duplicate account.
- Whether the player cooperated with the investigation.
- Whether the conduct affected tournament eligibility or results.
- Whether the player obtained or attempted to obtain a competitive advantage.
- Whether the player had previously received notice or warnings.
- Whether the conduct was repeated.
- Any relevant mitigating or aggravating circumstances.

Sanctions must be reasonable, proportionate, and consistent with applicable disciplinary procedures.

**10. TOURNAMENT ELIGIBILITY AND RESULTS**

PNL administered tournaments may require players to provide their DUPR account identification and confirm that it is their only active personal DUPR account.

Tournament organizers may verify player profiles and request clarification where account inconsistencies arise.

Where concerns are identified before competition, organizers may:

- Request account verification.
- Require initiation of a duplicate-account merge.
- Reassign a player to an appropriate skill division.
- Delay or decline registration confirmation where eligibility cannot be established, subject to tournament rules.

Where intentional manipulation is substantiated after competition, PNL may review the affected results, standings, awards, or provincial team selection implications.

Any adjustment must comply with applicable event rules, sanctioning requirements, and procedural fairness.

PNL will not independently alter official DUPR ratings or match records. Such matters remain within DUPR's authority.

**11. RELATIONSHIP WITH PICKLEBALL CANADA AND DUPR**

PNL recognizes the respective roles of Pickleball Canada and DUPR in national sanctioning, player eligibility, rating administration, and disciplinary matters.

PNL may refer substantiated concerns to either organization where appropriate.

Nothing in this policy authorizes PNL to:

- Suspend a player from all Pickleball Canada sanctioned tournaments without applicable national authority.
- Independently change DUPR ratings or merge player accounts.
- Impose sanctions outside its jurisdiction.
- Override mandatory national disciplinary or appeal procedures.

Where a matter falls within Pickleball Canada's jurisdiction, PNL will follow the applicable national procedures or refer the matter to the appropriate authority.

**12. APPEALS**

Players subject to disciplinary sanctions have the right to appeal in accordance with Pickleball Canada appeal procedures.

Written decisions will identify the applicable appeal mechanism, submission requirements, and deadline.

An appeal must be considered by an impartial decision-maker who was not responsible for the original disciplinary determination.

Where no applicable appeal procedure is already established, PNL must establish or formally adopt an appropriate procedure before imposing a disciplinary suspension under this policy.

**13. CONFIDENTIALITY AND RECORDS**

PNL will handle complaints, investigations, and disciplinary records with appropriate confidentiality.

Information will be shared only with individuals or organizations who have a legitimate role in investigating, deciding, implementing, or reviewing the matter.

Records will be maintained securely in accordance with applicable privacy requirements and PNL's records management practices.

**14. COMMUNICATION AND EDUCATION**

Following adoption, PNL will communicate this policy to its membership, affiliated clubs, and relevant tournament organizers.

Communication will include:

- The requirement to maintain one DUPR account.
- Instructions for identifying and merging duplicate accounts.
- The 30-day initial correction period.
- The distinction between accidental duplication and intentional misconduct.
- The potential consequences of deliberate rating manipulation.

PNL will also encourage tournament organizers to include an account integrity declaration in registration materials.

**15. POLICY ADMINISTRATION AND REVIEW**

The PNL Board of Directors is responsible for oversight of this policy.

The Board may designate appropriate individuals or committees to administer account verification, education, and complaint intake.

Disciplinary determinations must follow the applicable impartial decision-making procedures.

This policy will be reviewed annually and updated as required to remain consistent with DUPR rules, Pickleball Canada requirements, and provincial governance practices.