

# Ringette Association of Saskatchewan (RAS) **Discipline and Complaints Policy Flowchart**

All complaints are to be reported to Sask Sport's identified Independent Third-Party for complaint reporting/handling,

and will be screened by the Independent Third Party (ITP) to determine next steps. Prior to determining whether a Complaint Resolution Officer or Case Manager/External Discipline Panel should be appointed, the ITP may propose use of Alternative Dispute Resolution techniques to resolve the dispute.

# Complainant files complaint to Independent Third Party

(May be referred by OSIC, PSO/Club, or SSI)

#### Screening of Complaint (Section 18)

ITP (Independent Third Party) will determine if:

- a) The complaint is outside the jurisdiction of the Discipline and Complaints Policy or frivolous
- b) Propose the use of alternative dispute resolution
- c) Determine if the alleged incident should be formally investigated and/or
- d) Choose which process (Section 20 or Section 21) should be followed

# **Complaint Contains Less Severe** Allegations (Section 20)

#### Referral to Complaint Resolution Officer (CRO)

1. ITP and PSO appoint a Complaint Resolution Officer

The Complaint Resolution Officer will: (Sections 31-38)

a. Ask the Complainant and the Respondent for written submissions regarding the complaint or incident b. If the CRO deems necessary, convene the parties to a meeting. either in person or video or teleconference to gather additional information

- 2. Thereafter, the CRO shall determine if a breach occurred and, if so, if one or more sanctions should be applied (Section 35)
- 3. If Respondent is a staff person of the association, the CRO may refer to association's Human Resource Policies to determine appropriate sanctions (Section 6)

### Complaint is Resolved

Outcomes and those implications are communicated to parties, organizations and individuals (Sections 52-53)

Long-term suspensions, of 1 year or more, must be reported to Sask Sport to be added to long-term suspension listing



## Alternative Dispute Resolution Policy

- 1. ADR may be pursued at any point in a dispute upon the consent of the
- 2. The Independent Third Party will:
  - a. Facilitate the appointment of a facilitator or mediator with consent of parties
  - Appoint a mediator or facilitator
- 3. The mediator/facilitator will decide the format for mediation/facilitation
- 4. If a negotiated settlement is reached. the settlement will be reported to the Association (Safe Sport Liaison)
- If a negotiated settlement is not reached, the complaint will be referred back to the Independent Third Party for next steps
- 6. Any negotiated settlement will be binding on the parties and not subject to appeal

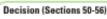
# Complaint Contains Severe Allegations (Section 21)

### Handled by Case Manager

1. Following the determination that the complaint or incident should be handled under Process #2, the Independent Third Party will work with PSO to select a Case Manager (suitable options are listed on SSI website)

# The Case Manager has a responsibility to:

- a. Appoint an External Discipline Panel (who should be one arbitrator, or a Panel of three people in certain circumstances at the Case Manager's discretion. Arbitrators shall have experience with sport disputes and who is not in a conflict of interest)
- b. Coordinate all administrative aspects and set timelines
- c. Provide administrative assistance and logistical support to the External Discipline Panel as required
- d. Provide any other service or support that may be necessary to ensure a fair and timely proceeding
- e. In cooperation with the External Discipline Panel, will decide the format under which the complaint will be heard



- 1. After hearing the matter, the External Discipline Panel will determine whether an infraction has occurred and, if so, the sanction(s) to be imposed (Sections 57-65) 2. If the Respondent is a staff person of the association, the External Discipline Panel may refer to the association's Human Resource Policies to determine appropriate sanctions (Section 6)
- 3. The decision will be considered a matter of public record unless decided otherwise by the External Discipline Panel (Sections 52-53)

