



**KINGSTON LACROSSE ASSOCIATION
COMPLAINT RESOLUTION GUIDE**

1. Purpose

This document is a guide to resolving complaints within the *Kingston Lacrosse Association* (KLA) and its members, ensuring that all persons have a clear and well-defined method of making a concern known, and dealing with complaints in a fair and timely manner at the appropriate level.

Complaints may be made by any KLA player, referee, bench staff, guardian, or any other member should another member(s) act in a manner that is inconsistent with By-Laws, Operating Policies, Code of Conduct or its governing bodies; (*Ontario Lacrosse Association*(OLA))

2. Disciplinary Guiding Principles

KLA has implemented a formal disciplinary process to supplement the Code of Conduct for players, parents, team officials and executive members and the Code of Conduct policies as set out by OLA.

All members are responsible to the Executive for their own actions and must sign the appropriate Code of Conduct before any player takes to the floor/field for any KLA programming.

The Board of Directors will ensure that all members have access to this document. The Rep Program Director and Development Stream Director will ensure that ALL KLA members have completed the Code of Conduct.

Every team is responsible to the Board of Directors for the action of their players, parents, spectators and team officials and/is required to take all necessary precautions to prevent threatening or assaulting behaviour to game officials, team officials, players and spectators during the conclusion of games or during team activities/functions. Good sportsmanship prevails, and profane language is not tolerated.

Any team official or player who is found to be under the influence of alcohol or drugs while preparing for a game, during a game, immediately following a game, before/during/immediately after any on-floor team activity (which includes practices), or who uses abusive language (to anyone including parents, players, bench staff and spectators) while at a game or practice is potentially subject to an immediate suspension pending an investigation and hearing by the KLA Disciplinary Committee.

Any coach, manager, player, or team official entering the referee's room to dispute a ruling will be automatically suspended for four (4) consecutive league games, over and above any other suspensions they may receive.

All players must show the utmost respect for arena property-both at home and away-and in accordance with the KLA Players Code of Conduct signed at the start of the season. Players failing to do so are subject to suspension and further disciplinary action as dictated by the KLA Discipline Committee.

3. Disciplinary Process

The disciplinary process is designed to create a fair, unbiased, and objective process for disciplining behavior that violates the Code of Conduct. KLA reserves the right to discipline players, parents, spectators, or team officials in addition to, and regardless of, any discipline that may have occurred through OLA for any part of the Code of Conducts.

At the discretion of the KLA Disciplinary Committee, a player, a team official, game official, and/or spectator may be suspended by the KLA for one or more games for committing, but not limited to, any of the following infractions immediately before, during, or after a game/practice/team activity:

- Foul language
- Fighting
- Unsportsmanlike Conduct
- Abuse of equipment and uniforms owned by the Association
- Verbal abuse of officials, spectators, or bench staff
- Stealing the property of others
- Violation of any rule and regulation that may be posted on bulletin boards or in dressing rooms for any arena
- Participating while under the influence of alcohol or drugs

KLA Disciplinary Committee will consist of the Chair (President) or Vice-Chair (Vice-President), Program Director (Rep Program/Development Stream) and two Neutral Individuals. Additional members may be chosen to avoid conflict of interest issues or to bring an unbiased opinion into the discussion of the infraction.

The investigation will consist of the following process and timelines:

- Where the subject of the complaint is minor in nature (as deemed by the Discipline Committee), or where a single complaint is made, no investigation will be required.
- Where the subject matter of the complaint is serious in nature (as deemed by the Discipline Committee), or where multiple complaints are made, the Disciplinary Committee will call for an investigation into the matter.

- At any time, a KLA stakeholder may refer a conflict to the Disciplinary Committee if the conflict is thought to be serious in nature and outside the scope of the process taken for minor conflicts.

4. Investigation Process:

- a) The investigation of the complaint must be impartial, timely, fair, and address all relevant issues. The Disciplinary Committee will conduct a thorough, fair, and impartial investigation of the allegations in the complaint. The Disciplinary Committee will thoroughly interview both the complainant(s) and the respondent(s), or witnesses(es). The respondent(s) should be given the opportunity to respond to each of the specific allegations raised by the complainant(s). Follow up interviews may be required.
- b) The Disciplinary Committee will also interview any relevant witnesses identified by either the complainant(s) or the respondent(s), and gather any relevant documents.
- c) Proper notes will be taken during interviews, Audio recording will be taken with permission of the interviewee. If the complainant is a minor, a legal guardian may speak on their behalf. Exceptional circumstance withstanding, investigations should start within 48 hours of the Disciplinary Committee receiving a complaint, and finish within 7 days. All members of the organization are required to cooperate with the investigator. At the conclusion of the investigation, the Disciplinary Committee will prepare a written report summarizing the allegations and the investigation results. The Disciplinary Committee will forward the report to the President and Vice President, who will forward all impacted parties. The report may be used as part of any hearing on the matter. A ruling will follow the investigation and/or hearing. Any discipline, if required, will be handed out at this time.

5. KLA Hearing Procedures

- a) The Disciplinary Committee will convene a hearing within three days.
- b) The Disciplinary Committee serves, or causes to be served, reasonable notice upon the subject(s) of the hearing that a disciplinary hearing is scheduled. Where the subject(s) of the hearing is a minor, that persons' parents/guardian are served notice.
- c) All parties to a disciplinary hearing are afforded a reasonable opportunity to attend the hearing and to make any argument or representations bearing upon the conduct of the issue.
- d) The Disciplinary Committee considers all material facts, factors, and arguments prior to rendering a decision.

e) The decision of the Disciplinary Committee is final and binding. Appeals are to be made in accordance with the OLA guidelines for the appeal process and reasoning. Fees may apply and are due at the time of the scheduled appeal hearing.

Minor violations of the Code of Conduct may be met with a formal written warning from the President based on the recommendation of the Disciplinary Committee. The Code of Conduct will be re-signed and the player/parent/official may be required to complete an appropriate training program before being permitted to participate in KLA activities.

Major or subsequent violations of the Code of Conduct will have cumulative disciplinary actions and may include but are not limited to:

- In-person meeting with at least two of the Disciplinary Committee members
- Minimum 1 game suspension
- Immediate suspension of all lacrosse activities pending the outcome of a hearing with the Disciplinary Committee
- Expulsion from KLA for the remainder of the year

The Disciplinary Committee has the authority to hand out disciplinary action as it deems necessary and will weigh the severity of the offense as well as the offender's past history when rendering judgement.

Appendix A – Complaint Procedure

Any and all complaints are subject to the 24 hour rule.

1. Complainant, voices concern directly with the respondent.
If after bringing the complaint to the respondent there is no resolution, and the complainant feels the situation requires resolution, they may take their concern to the, and in order, Team Manager, Head Coach, Program Director.
2. Team Manager and/or Head Coach will meet with both parties and try to resolve the matter, if no resolution is found, the complaint will be forwarded to the Program Director.
3. The Program Director may hold an informal meeting with both parties involved and try to resolve the conflict and/or request an investigation and refer the matter to the Disciplinary Committee.

If, after an informal meeting, there is still no resolution the Program Director will ask all parties to submit, in writing, their part in the situation and they will submit these to the President with their written statement on actions taken to this point.

If the President feels that ALL information avenues have been exhausted, they may inform the Disciplinary Committee a meeting is to be convened for the purpose of conducting a hearing.

If the President feels that not ALL avenues have been exhausted, they may decide to send it back to the Program Director for another attempt to resolve, or assign the matter to the Vice-President.

4. The complaint will be documented, closed and unless otherwise specified, this information is retained for up to five (5) years.

Appendix B – Incident Management and Reporting Procedures

The following is a guideline that outlines the steps to file a concern or complaint.

- Starting from the parent level (depending on where the origin of the concern/complaint is, the starting point may vary) the concern/complaint must travel up the ladder in sequence.
- It should be noted that if the Program Director has a concern it should be brought to the attention of the President first and not directly to another member or association.
- Failure to follow the guidelines may delay or dismiss a ruling on your complaint or concern.
- All levels will be notified if need for escalation is warranted.
- If a step is skipped the complaint/concern may be dismissed at the discretion of the President.
- The sequence is as follows:
 1. Team Manager
 2. Head Coach
 3. Program Director
 4. Disciplinary Committee
 5. President

Appendix C – Guideline on Conduct Management

Any member of the KLA may raise an issue when they feel the KLA and/or OLA Code of Conduct has been violated.

If the issue is in regard to a player, parent, coach or other team volunteer, then follow this process:

Step 1 – Observe the 24 hour rule

The 24-Hour Rule is simply explained as when problems arise it is a benefit for all concerned to wait a full day (24 hours) before you report an issue so as to not let the emotion of a situation get in the way of facts. The only time this rule may be bypassed is due to behaviour that poses a safety risk.

Step 2 – Try to deal with the issues at the level where it occurred.

Speak to your Team Manager or Head Coach regarding the issue to see if it can be resolved at that level. If the issue cannot be resolved the Coach/Manager can escalate the issue.

Step 3 – Escalation to the Program Director (Rep Program or Development Stream), depending on the program where the issue was raised. The Program Director will attempt to bring resolution to the issue. If the complainant is not satisfied with the outcome, then the issue will be escalated to the KLA Disciplinary Committee.

Step 4 – Submitting a Concern

The concern and/or complaint must be in written format and include:

Date of incident (if applicable)

Involved individuals (if applicable)

Any and all information regarding the concern and/or complaint.

Step 5 – Submitted Concern

Written concern and/or complaint should be sent to the Program Director who will forward to the President who will contact the complainant for any necessary clarification and will determine if this issue requires a hearing. If the President determines that an official hearing is necessary, then a date and time for the hearing will be set.

*If the issue is in regards to any Executive member, the process should commence at Step 4, except in the case that the issue involves the Program Director, in which the issue must be reported directly to the President.

**A representative of the Disciplinary Committee is responsible for investigating all issues brought forward. Not every issue that is investigated will end with a disciplinary

action, some cases will be found to be without merit, others may be resolved via mediation.