



FIELD HOCKEY CANADA

Policy Name COMPLAINTS AND DISCIPLINE POLICY AND PROCEDURES		Policy Category MEMBERSHIP
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1. PURPOSE

Conduct that violates the Field Hockey Canada (FHC) **Code of Conduct** may be subject to sanctions pursuant to this Policy. Since discipline may be applied, FHC provides participants with the mechanism outlined in this Policy so that complaints are handled fairly, expeditiously, and affordably.

2. PRINCIPLES

Field Hockey Canada is committed to providing a safe sport environment which is characterized by open and clear communication, honesty, fairness, and mutual respect.

Field Hockey Canada will ensure that the tenets of procedural fairness are followed through adequate notice to all parties, offering a fair hearing of the matter and no bias in the process.

3. APPLICATION

This Policy applies to Members, Registered Participants and others as defined as “Participants” in Section 4 in this Policy.

This Policy applies to discipline matters that may arise during the course of FHC business, activities, and events including, but not limited to, competitions, tournaments, practices, tryouts, training camps, travel associated with FHC activities, and any meetings, conferences, clinics, courses or other events.

This policy does not apply to disputes relating to:

- a. Matters of employment;
- b. Infractions for doping offences, which are dealt with pursuant to the *Canadian Anti-Doping Program* and the *Canadian Doping Control Regulations*;
- c. National Program, Squad or Team Selection, which are dealt with pursuant to the FHC **Athlete Selection Policy**;
- d. The rules of field hockey, which may not be appealed; and
- e. Discipline matters arising during events organized by entities other than FHC, which are dealt with pursuant to the policies of these other entities, unless requested and accepted by FHC at its sole discretion.

4. DEFINITIONS

The following terms have these meanings in this Policy:

Complainant – The Party alleging an infraction.

Days – Days irrespective of weekend and holidays.

Independent Third Party (Safe Sport Officer) – An arms-length individual appointed by FHC to receive, advise, investigate, and/or decide upon complaints under this Policy. The Independent Third Party cannot be a Registered Participant, employee or contractor of FHC.



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Minor – An individual who is under the age of majority at the time and in the jurisdiction where the alleged misconduct or maltreatment occurred. It is the responsibility of the adult to know the age of a minor.

Respondent – The person or persons against whom a complaint is being filed.

Participants - All categories of Members as defined in Article 7 of the FHC Bylaws, and of Registered Participants as defined in Article 1.1 (h) of the Bylaws of FHC.

Parties – The Complainant, Respondent, and any other Members or persons affected by the complaint.

5. IMMEDIATE ACTION FOR MISCONDUCT AT TRAINING CAMPS, COMPETITIONS OR EVENTS

Any Minor or Major Infraction, based on the FHC *Code of Conduct*, and which has occurred at a training camp, competition or event may be dealt with immediately by the appropriate person having authority. Any disciplinary sanctions invoked will be for the duration of the training camp or competition only. Further sanctions may be imposed after review of the matter using the procedures set out in this Policy.

6. ROLE OF THE TRUE SPORT MANAGER

The True Sport Manager is the primary contact within FHC regarding complaints of misconduct. They have overall responsibility to ensure that procedural fairness is respected at all times, are able to assist the parties with procedural issues, and are responsible for conducting the FHC complaint investigation if the complaint is not involving harassment and/or abuse.

The True Sport Manager must be able to function in the selected official language of both a Complainant and Respondent, or interpretation must be provided.

7. ROLE OF THE INDEPENDENT THIRD PARTY – THE SAFE SPORT OFFICER

The Safe Sport Officer is an independent party appointed by FHC when complaints are received alleging maltreatment including harassment and / or abuse as outlined in the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCCMS) which has been adopted by FHC. The Safe Sport Officer interviews the Complainant, the Respondent, any pertinent witnesses and collects and reviews any necessary documentation. Their report of findings and recommendations is submitted to FHC for further action pursuant to this policy.

The Safe Sport Officer must be able to function in the selected official language of both a Complainant and Respondent, or interpretation must be provided.

8. MAKING A COMPLAINT

A formal complaint may be initiated by any current or former participant of FHC, and/or in the case of a minor participant, a Responsible Adult acting on behalf of the minor participant. Persons holding a



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position of trust or authority in FHC or one of its programs or activities have a responsibility to report infractions that they have witnessed or of which they have been made aware. FHC may also have an obligation to investigate misconduct once becoming aware of an incident, even without a formal complaint being filed.

A former participant must have been a Registered Participant, employee or contractor at the time of the misconduct occurrence.

The identity of the person making an inquiry about potential misconduct or filing a complaint about misconduct will be respected in accordance with the FHC **Whistleblower Policy**.

8.1 Responsible Adult

The Responsible Adult acting on behalf of a minor should be the minor's parent or legal guardian. In unusual cases, the minor may be assisted in filing or responding to a complaint by another adult designated as the Responsible Adult, but the parent or legal guardian must always be aware and kept apprised of the filing and proceedings at all stages of the process.

8.2 Verbal Inquiry or Verbal Report of Concern

An individual who has concerns or inquiries about potential contravention of the FHC **Code of Conduct Policy** may wish to first discuss the situation with someone in authority at FHC. A verbal inquiry may be made to the FHC True Sport Manager. If the True Sport Manager is potentially involved in the concern, the FHC CEO is the appropriate contact.

If the individual making the inquiry chooses not to follow through with a written complaint, FHC may still decide serious issues have been raised that must be pursued. One option is for FHC to initiate a filing of its own written complaint to activate a process of discovery.

8.3 Filing a Written Complaint

Complaints should be made by an individual knowledgeable about the allegation and/or in the case of a minor participant, a Responsible Adult acting on behalf of the minor participant. FHC strongly encourages that all complaints be made in writing using the FHC *Complaint Form* (Appendix A) and supplemental written material as may be warranted.

The written complaint is filed directly to the FHC True Sport Manager. (jbeagan@fieldhockey.ca)

8.4 Responsibilities of the Complainant

An individual who files a complaint, known hereafter as the "Complainant", has the following responsibilities:

- a. To report the incident(s) as soon as possible to FHC, especially if their safety and/or the safety of others is at risk.
- b. To provide as much detail as possible about the alleged misconduct or maltreatment, including



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the date, time, and location of the incident(s), the name of the person alleged to have engaged in misconduct or maltreatment, details of what happened and/or what was said, names of any witnesses, description of action taken (if any), and copies of any documents that may be relevant, (e.g. a letter, email, or note that pertains to any matter in issue).

- c. To cooperate fully in the investigation and resolution of any concerns, incidents, and complaints.
- d. To uphold the strict confidentiality of all individuals involved in the matter and only discuss the matter to the extent which is necessary with their legal counsel or representative, or as is necessary to obtain advice with respect to any legal issues, or as directed by FHC for the purposes of investigating or taking corrective action with respect to the incident or complaint, or as otherwise required by law.
- e. To refrain from knowingly submitting a false, malicious, vexatious, or spurious report of misconduct or maltreatment to FHC. Any individual found to have made a mischievous, intentionally false, or malicious complaint will render themselves liable to disciplinary action.

The Complainant has the right to obtain a fair and timely investigation of the complaint without fear of retaliation and to be represented by another (uninvolved) individual of their choice, including legal counsel, and at their own cost, at any stage in the process.

A complaint may be withdrawn at any time; however such a complaint may be continued by FHC if FHC does not consent to the withdrawal of the complaint.

9. FHC RECEIPT AND DISBURSEMENT OF A WRITTEN COMPLAINT

9.1 Completeness of Written Complaint

The FHC True Sport Manager receives the written complaint and reviews it for completeness. The information in the complaint must set out the adequate information for verification against the FHC **Code of Conduct**. The FHC True Sport Manager may request that additional information be submitted by the Complainant prior to any further steps being taken.

9.2 Confirmation of National Jurisdiction

If the True Sport Manager determines that the complaint allegations do not fall under FHC's national jurisdiction, the complaint will, with the knowledge of the Complainant, be referred to the Member Association, local association or league, or field hockey club having appropriate jurisdiction.

9.3 Complaint Categorization as a Minor or Major Infraction

The True Sport Manager will, upon review of the Complaint, categorize the Complaint as either a MINOR Infraction (Section 10) or a MAJOR Infraction (Section 11). Each of these infraction categories has a different set of procedures to be followed in resolving and concluding the Complaint.

A Complaint categorized as a MINOR Infraction will be forwarded by the True Sport Manager to the appropriate Designated Person of Authority (DPA), with a copy to the FHC CEO. The True Sport Manager



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will also advise the Complainant that the file has been transferred to the DPA. The True Sport Manager receives the concluding Incident Report (see 10.4).

If the Complaint is categorized as a Major Infraction under FHC's jurisdiction, the True Sport Manager proceeds according to the FHC Policy Sections 11 through 17.

9.4 Delegation to the Safe Sport Officer for Complaints of Harassment and/or Abuse

If the True Sport Manager determines that the complaint allegations describe maltreatment including harassment and / or abuse as outlined in the UCCCMS, the complaint will be directed to a Safe Sport Officer, an independent third party appointed by FHC to oversee and investigate any complaint of harassment and/or abuse.

10. MINOR INFRACTIONS

Minor infractions are **single incidents** of failing to achieve expected standards of conduct and do not result in harm to others, FHC, or the sport of field hockey. Examples of minor infractions can include, but are not limited to, a single incident of:

- a. Disrespectful or offensive comments or behaviour;
- b. Disrespectful conduct such as outbursts of anger or argument;
- c. National Team athlete minor misconduct;
- d. Conduct contrary to the values of FHC;
- e. Being late for, or absent from, FHC events and activities at which attendance is expected or required; and/or
- f. Non-compliance with FHC's policies, procedures, rules, or regulations.

10.1 The Designated Person of Authority (DPA)

All disciplinary situations involving minor infractions will be dealt with by the appropriate person who has authority over both the situation and the individual involved. The "designated person of authority" (DPA) can be, but is not restricted to being an employee, contractor, official, coach, organizer, or FHC decision-maker.

10.2 Notification of the Respondent About a Complaint for a Minor Infraction

The FHC DPA will notify the Respondent that a Minor Infraction Complaint has been received and provide that person with a copy of the FHC ***Complaint and Discipline Policies***, the complaint and any other written materials that have been submitted.

The Respondent will be advised:

- a. about the procedures that be followed;
- b. to not discuss the complaint, incident, investigation, or their testimony with other people, witnesses, or third parties unless necessary to obtain legal advice;
- c. that they will have an opportunity to respond to the complaint in writing and at any Discipline Meeting that may be held;



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- d. that they have the opportunity to be represented or accompanied by another (uninvolved) individual of their choice, including legal counsel, at any stage of the process, and at their own cost, including at the disciplinary meeting; and
- a. to refrain from any form of reprisal against anyone involved in the complaint or investigation.

10.3 Disciplinary Meeting for a Minor Infraction

A disciplinary meeting with the respondent shall be held as soon as reasonably possible and arranged by the DPA. Both the Complainant and the Respondent must in receipt of any written materials that will be considered at a Discipline Meeting.

The Discipline meeting may be held in person, by phone, or as an online meeting and in the official language of both the Complainant (if in attendance) and the Respondent. Where the Complainant and the Respondent do not speak the same official language, the disciplinary meeting capacity must be bilingual.

Either or both of the Complainant and the Respondent may choose to not attend a Discipline Meeting and allow their written materials stand as their evidence.

10.4 Decisions Regarding Minor Infractions

A decision regarding disciplinary or corrective action can be made immediately, but no later than 24 hours after the disciplinary meeting. The DPA will either set aside the report of misconduct as not being upheld or find that the complaint is upheld in part or in its entirety, in order to apply the appropriate disciplinary measures noted below:

- a. Verbal or written reprimand from Field Hockey Canada to one of the Parties;
- b. Verbal or written apology from one Party to the other Party;
- c. Service or other voluntary contribution to Field Hockey Canada;
- d. Removal of certain privileges of membership for a designated period of time;
- e. Suspension from the current competition, activity, or event;
- f. Any other sanction considered appropriate for the offense.

Minor infractions that result in discipline will be recorded using the FHC *Incident Report Form* provided as Appendix B and should be submitted to the FHC True Sport Manager within 3 days of the Discipline Meeting. Incident Reports will be maintained by FHC. Repeat minor infractions may result in further such incidents being considered a major infraction (see Section 11).

Respect and confidentiality for all participants is a key component of FHC's culture. Information about the allegations and the Respondent's response will only be available to those who need to be informed about the matter.



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11. MAJOR INFRACTIONS

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, to FHC, or to the sport of field hockey. Examples of major infractions include, but are not limited to:

- a. Repeated minor infractions;
- b. any alleged incident of maltreatment as outlined in the FHC *Code of Conduct*, including psychological maltreatment, physical maltreatment, sexual maltreatment, neglect, maltreatment related to grooming, maltreatment related to Process or maltreatment relating to Reporting;
- c. Pranks, jokes, or other activities that endanger the safety of others;
- d. Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition;
- e. Conduct that intentionally damages FHC's image, credibility, or reputation;
- f. Disregard for FHC's bylaws, policies, rules, and regulations;
- g. Intentionally damaging FHC property or improperly handling FHC monies;
- h. Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics;
- i. Any possession or use of banned performance enhancing drugs or methods.

Major infractions occurring within competition may be dealt with immediately, if necessary, by an appropriate person having authority. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this Policy. This review does not replace the appeal provisions of the FHC *Appeal Policy*.

Any Complaint alleging maltreatment including harassment and/or abuse will be referred by FHC to a Safe Sport Officer, an independent third party, for investigation, reporting and recommendations.

11.1 CASE MANAGER FOR COMPLAINTS OF MAJOR INFRACTIONS

The individual responsible for overseeing the complaint, investigation, reporting and any recommendations, be it the True Sport Manager or the Safe Sport Officer is designated as the "Case Manager".

12. IMMEDIATE, INTERIM OR CORRECTIVE ACTION FOR A MAJOR INFRACTION

During the initial review of the Complaint, the True Sport Manager may decide that the alleged Major Infraction is of such seriousness as to warrant immediate suspension of an Individual pending completion of any criminal process, or of the complaint procedure and the release of a decision under this policy.

The True Sport Manager will make the recommendation to the FHC CEO, who will advise the Board of Directors and take action to suspend or limit participation privileges of the Respondent. The suspension



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must be reported to the Member Association and club to which the individual belongs if participation in their activities is affected by the interim order. Immediate, interim or corrective actions may include:

- a. Imposition of conditions upon continued participation in Field Hockey Canada work or activities;
- b. Suspension from participation in Field Hockey Canada work or activities; and/or
- c. Suspension of membership privileges.

Further sanctions may be applied in accordance with the procedures set out in this Policy.

13. ILLEGAL ACTIVITY, CRIMINAL CHARGES AND OFFENSES

13.1 Illegal Activity to be Reported

If a Complaint is received that involves allegations that may be of an illegal nature, such allegations will immediately be reported to the FHC CEO and appropriate law enforcement and/or child welfare authorities. In that event, FHC will cooperate fully with, and take direction from the authority with which jurisdiction over the allegations resides.

13.2 Individual Charged with or Convicted of a Criminal Offence

If any person under the scope of this Policy is charged with or convicted of a criminal offence, the FHC CEO may provisionally suspend that person, pending the resolution of the criminal charges and any subsequent investigation through this policy. A suspension revokes all participation privileges for the duration of time stated in the suspension order.

All information regarding the charge or conviction, as well as any suspension order, will be forwarded to the Case Manager overseeing the Complaint, at which time the process outlined in this policy will be followed.

If appropriate, such information will also be shared with the appropriate law enforcement authorities.

14. RESPONDENT NOTIFICATION FOR A MAJOR INFRACTION COMPLAINT

Upon proper receipt of a complaint, and within three days, the Case Manager, will notify the person(s) against whom the Complaint is filed, known hereafter as the "Respondent(s)", with a brief outline of the complaint, and provide:

- a. a written summary of the allegation(s), including the nature of the infraction and the specific clause within the ***Code of Conduct*** that has allegedly been contravened;
- b. an outline of the procedures that FHC will follow, and a copy of the FHC ***Complaints and Discipline Policy***;
- c. an explanation of the opportunity to respond to the complaint through the FHC processes, including Mediation, an investigation and Report, and any Hearing that may occur;
- d. the opportunity to be represented or accompanied by another (uninvolved) individual of their choice, including legal counsel, at any stage of the process, and at their own cost, including at the disciplinary meeting.



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If the Respondent is a minor, a Responsible Adult will be asked to assist and support the minor in this process. The Case Manager will attempt to contact the minor's parent or guardian.

14.1 Responsibilities of the Respondent

The Respondent will be asked to:

- a. cooperate fully in the investigation and resolution of any concerns, incidents, and complaints;
- b. uphold the strict confidentiality of all individuals involved in the matter and only discuss the matter to the extent which is necessary with their legal counsel or representative, or as is necessary to obtain advice with respect to any legal issues;
- c. cooperate with the Case Manager for the purposes of investigating or taking corrective action with respect to the incident or complaint, or as otherwise required by law;
- d. if deemed appropriate, provide a written response to the Complaint prior to any Hearing being held; and
- e. to not retaliate toward the Complainant or other parties.

The Responsible Adult will have the right to act on behalf of the Complainant or Respondent throughout the complaint process, including:

- a. providing assistance with filing or responding to the Complaint;
- b. receiving all notices and correspondence on behalf of the Complainant or Respondent; and
- c. being present at all dealings with the Complainant or Respondent, at all stages in the process.

15. MEDIATION

Field Hockey Canada supports the options of mediation and facilitation as provided by Alternate Dispute Resolution (ADR). At any time in the Complaints and Discipline process, the Parties, by mutual agreement, may decide to pursue alternate dispute resolution. (see the FHC **Dispute Resolution Policy**)

Before any complaint proceeds to the formal stage, but after the Respondent is notified that a Complaint has been received, both the Complainant and the Respondent will be provided with the FHC **Dispute Resolution Policy**. If both parties agree, the matter will be referred to a Dispute Resolution Officer for review, with the objective of resolving the dispute via mediation.

The Dispute Resolution Officer shall decide the format for the mediation and determine a deadline before which the parties must reach a negotiated decision.

Should a negotiated decision be reached through alternate dispute resolution, it shall be reported to and approved by FHC and any actions that are to take place as a result of the decision shall be enacted on the timelines specified by the negotiated decision, pending FHC's approval.

Failing the resolution of the complaint through that process, or if either Party chooses to forego alternate dispute resolution, the complaint shall continue to be addressed under this Policy.



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16. REVIEW OF COMPLAINT MATERIALS AND INVESTIGATION

If a Complaint cannot be resolved through Mediation (Section 15) and the FHC *Dispute Resolution Policy*), the Complaint process will proceed.

The Case Manager will review any submissions made by either Parties and conduct interviews of the Complainant, the Respondent, pertinent witnesses, and other persons who may be privy to applicable information or background.

The Case Manager does not have a specific timeline but will work as quickly as possible to gather all of the pertinent information in order to produce their Report summarizing any work leading to resolution of the Complaint.

The Case Manager will:

- a. have sole discretion to determine whether the complaint is frivolous or vexatious, and if so, can dismiss the Complaint with no action taken against the Respondent;
- b. determine if the complaint needs to be further investigated past materials received, and, if so, request additional information from either Parties and / or appoint an external investigator to assist in the collection of information; and
- c. determine all deadlines for receipt of the Respondent's response and any further investigation being at all times respectful of the urgency of the situation. Deadlines may be changed at the discretion of the Case Manager with proper notice to all parties.
- d. determine that the Complaint has merit to be pursued in accordance with Section 17;

The Case Manager will provide a copy of the Respondent's response to the Complainant, who will be permitted to submit a rebuttal to new information raised by the Respondent for consideration. The rebuttal will be provided to the Respondent.

All documents and arguments submitted during a complaint procedure are considered to be confidential and may not be communicated to groups or individuals not involved in the dispute, until its conclusion and only then in accordance with Section 19 of this policy.

17. THE DISCIPLINARY HEARING

If the Case Manager recommends that the Complaint, all documentation and the Investigative Report go forward to a Disciplinary Hearing, the following procedures will be followed.

17.1 FHC Disciplinary Panel

FHC will maintain a Discipline Panel roster of five to eight qualified individuals from across the country, from which a "Disciplinary Committee" will be struck when required, depending on the circumstances of each case.

Disciplinary Panel members cannot be Directors, employees, contractors or committee members of FHC, nor any of the FHC Member Associations during the time of their appointment to the Panel.



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17.2 Appointment of the Discipline Committee

The Case Manager will appoint a Discipline Committee of three persons from the Disciplinary Panel, one of whom will be appointed to serve as the Chair. The Discipline Committee members must be independent from the Complainant, the Respondent and any other known individuals or affiliations connected to the Complaint.

The Committee must be able to fully function in the selected official language of both the Complainant and the Respondent. Where the Complainant and the Respondent do not speak the same official language, the Committee must be bilingual or interpretation must be made available for the duration of any Hearing.

17.3 Disciplinary Hearing

The Hearing format will be determined by the Chair. The Hearing may be an in-person hearing with all Parties or a telephone or online hearing with all Parties. The Hearing will be governed by the procedures that the Chair deems appropriate in the circumstances, provided that:

- a. The Parties will be given appropriate notice of the day, time, and place of the hearing with at least ten days notice;
- b. Copies of any written documents which the parties wish to be considered are provided to all Parties in advance of the Hearing;
- c. The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense;
- d. The Case Manager may recommend in their report, or either Parties may request that any other individual participate and give evidence at the Hearing;
- e. The Parties may ask questions about the content of the evidence submitted;
- f. Regardless of the Hearing format, all parties must be able to hear the other parties while any evidence is being given, or questions being asked and answered.

If the Respondent acknowledges the facts of the Complaint, the Respondent may waive the Hearing, in which case the Discipline Committee will determine the appropriate disciplinary sanction from materials received.

Either or both of the Complainant and the Respondent may choose to not attend a Discipline Hearing and allow their written materials stand as their evidence.

If a decision may affect another party to the extent that the other party would have recourse to a complaint or an appeal in their own right, that party will become a Party to the complaint in question and will be bound by the decision.

In fulfilling their duty, the Discipline Committee may obtain independent advice.



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17.4 Disciplinary Decision

After hearing the matter, the Discipline Committee will determine whether an infraction has occurred and, if so, the sanctions to be imposed. During deliberation, the Discipline Committee must consider all evidence received, but solely determines the credence given to any evidence.

Within ten days of the Hearing's conclusion, the Discipline Committee's written decision, with reasons, will be distributed to all Parties and to FHC.

In extraordinary circumstances, a verbal or summary decision may first be issued with the full written decision issued before the end of the ten day period. The decision will be considered a matter of public record unless decided otherwise by the Discipline Committee. The decision result will be published on the FHC website, and in the case of a suspension or expulsion, the Member Associations, applicable Club, and the FIH will be notified as such a decision affects participation at all levels.

17.5 Sanctions

The Discipline Committee may apply the following disciplinary sanctions, singularly or in combination, for Major Infractions:

- a. Verbal or written reprimand from FHC to one of the Parties;
- b. Verbal or written apology from one Party to the other Party;
- c. Service or other voluntary contribution to FHC;
- d. Removal of certain membership privileges;
- e. Suspension from certain FHC teams, events, and/or activities;
- f. Suspension from all FHC activities for a designated period of time;
- g. Expulsion from FHC programs and activities;
- h. Withholding of prize money or awards;
- i. Payment of the cost of repairs for property damage;
- j. Suspension of funding from FHC or from other sources; and/or
- k. Any other sanction considered appropriate for the offense.

Unless the Discipline Committee decides otherwise, any disciplinary sanctions will begin immediately. Failure to comply with a sanction as determined by the Discipline Committee will result in automatic suspension until such time as compliance occurs.

18. RESPONSIBILITY FOR THE COSTS OF FILING AND RESPONDING TO COMPLAINTS

18.1 Complainant Responsibilities Regarding Costs

The Complainant shall be responsible for all costs associated with the filing of a complaint, any communications with the Case Manager, travel and accommodation to attend a disciplinary hearing, as well as those costs associated with any legal or any other type of representation.



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18.2 Respondent Responsibilities Regarding Costs

The Respondent shall be responsible for all costs associated with the filing of a response to a complaint, any communications with the Case Manager, travel and accommodation to attend a disciplinary hearing as well as those costs associated with any legal or any other type of representation.

18.3 Field Hockey Canada Responsibilities Regarding Costs

Field Hockey Canada shall be responsible for the costs associated with the administration of the process including the costs of the Safe Sport Officer, an external investigator or outside advisor, the hosting of the electronic interviews, the hosting of electronic or in-person disciplinary hearings, as well any costs for FHC legal representation.

19. CONFIDENTIALITY

The complaint and discipline process is confidential and involves only the Parties, the True Sport Manager, the Safe Sport Officer (if applicable), the Discipline Committee, the external Investigator (if applicable) and any independent advisors to the Discipline Committee. For a Minor Infraction, the True Sport Manager oversees the process, and the Complaint is dealt with by the FHC Designated Person of Authority.

Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

20. FHC APPEALS POLICY

Any decision made under this policy may be appealed in accordance with FHC's ***Appeals Policy***.

21. RECORD KEEPING

Upon conclusion of the Complaint and Hearing process, and the notification to all Parties of the Complaint decision, the Case Manager will bundle all Complaint materials in a secure file and forward to FHC for retention.

The CEO is responsible for ensuring the security of every complaint filed under this Policy. The record shall contain all relevant documentation including:

- a. Copies of the Complaint, Response, and Rebuttal (if applicable);
- b. Copies of any witness statements (if applicable);
- c. A description of the Alternate Dispute Resolution of the complaint (if applicable);
- d. Contact information for the Case Manager;
- e. A copy of the written decision; and
- f. A description of the sanctions.



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22. REPRISALS PROHIBITED

Under no circumstances will FHC condone acts of retaliation or reprisal by participants, by parents or legal guardians or other supporters of participants against those individuals who have reported inappropriate behaviour or actions to FHC.

Similarly, no individual may retaliate against an individual who is accused of having acted inappropriately and contravened any policies. All participants are to report complaints under the ***Complaints and Discipline Policy***.

Any individual who believes that they, or someone else has been subjected to unlawful reprisal must promptly report those concerns to FHC.



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APPENDIX A – FHC COMPLAINT FORM

FIELD HOCKEY CANADA COMPLAINT FORM

SUBMIT THE COMPLETED FORM AND ATTACHMENTS TO: (DEDICATED EMAIL ADDRESS)

(2 page form – please complete in full)

Section 1: Person Filing the Complaint (<i>the Complainant</i>)			
Name:		Date of Filing:	
Mailing address:		City, Province:	Postal Code:
Phone number (day):	Phone number (evening)	Local Club:	
Email:		Signature of Complainant:	
Parent / Guardian Submission: Is This Complaint Being Made on Behalf of a Minor? <input type="checkbox"/> No <input type="checkbox"/> Yes			
If yes, provide the name and age of the minor and your relationship to the Minor.			
Has This Complaint <u>Also</u> Been Filed with 1.) a Provincial Field Hockey Association <input type="checkbox"/> No <input type="checkbox"/> Yes 2.) a Local Field Hockey Club <input type="checkbox"/> No <input type="checkbox"/> Yes			
Section 2: Person Against Whom the Complaint is Being Made (<i>the Respondent</i>)			
Name:			
Mailing address:		City, Province:	Postal Code:
Phone number (day):	Phone number (evening)	Local Club:	
Email:			
Is this Person a Minor? <input type="checkbox"/> No <input type="checkbox"/> Yes If known, Name of The Parent or Guardian of This Minor.			
Section 3: COMPLAINT: Describe the incident(s) of maltreatment or other misconduct in detail, including dates, locations, witnesses and all pertinent information (attach additional pages if necessary)			



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(CONTINUED) Describe the incident(s) of maltreatment or other misconduct in detail, including dates, locations, witnesses and all pertinent information

Is any supporting documentation available? Please specify:

Please outline any additional information that would be helpful in investigating this complaint.

Section 4: Case Manager Receipt of Complaint and Process Checklist

Case Manager:

Date received:	Date acknowledged:	Acknowledged by:	Date of Initial FHC Contact of Complainant
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Is Complaint Complete? No Yes Date Complete: _____ Has Complainant Been Advised? No Yes

If no - what is still required?

Does the Complaint Meet the Requirements of the Field Hockey Canada **Complaints and Discipline Policy**? No Yes
(Field Hockey Canada jurisdiction, complete submission, not being dealt with by a Member Association or Club.)

If no – advise that complaint cannot go forward through FHC: Yes Date: _____

Process Steps:

- Initial Screening Level of Infraction? Minor Infraction – forward to Designated Person of Authority (name)
 Major Infraction – Proceed as per FHC Major Infraction Procedures
- Notification of Respondent: Yes Date: _____
- Mediation: No Yes (go to #6) Date Complete: _____
- Case Manager Report Complete: Yes Date: _____



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5. Date of Disciplinary Hearing:		
6. Decision Submitted to Respondent and Complainant: <input type="checkbox"/> Yes Date:		
7. Decision and Confidential Materials Sent to Field Hockey Canada office: <input type="checkbox"/> Yes Date:		
RECEIVED BY Field Hockey Canada Name and Position:	Field Hockey Canada Signature:	Date:



FIELD HOCKEY CANADA

APPENDIX B – FHC INCIDENT REPORT

FIELD HOCKEY CANADA INCIDENT REPORT

This Form is used for instances of **Minor Infractions** of the *FHC Code of Conduct* and to report on any disciplinary meetings held and the decisions made in the matter. This is a 2-page form – complete both pages.

Please submit to the FHC Office within 3 days of the Disciplinary Meeting being held.

Section 1: Designated Person of Authority (DPA) Filing the Incident Report			
Designated Person of Authority (DPA):		Position:	
Email:		Signature:	
Phone number (day):	Phone number (evening)	Date of Submission	
COMPLAINT REPORTING: 1. Was a Formal Complaint received from an Independent Case Manager and forwarded to the DPA? <input type="checkbox"/> YES <input type="checkbox"/> NO If YES, Case Manager's Name: OR 2. Did the Incident occur at an Event / Competition and referred directly to the DPA? <input type="checkbox"/> YES <input type="checkbox"/> NO If NO, how was the alleged misconduct reported?			
Section 2: Incident Information			
Name of Respondent(s):			
Event / Competition where Incident Occurred:		Location of Incident:	
Date Incident Occurred:	Date Disciplinary Meeting Held:	Date Respondent(s) Notified of Decision:	
Section 3: INCIDENT DESCRIPTION			



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Section 4: INCIDENT DECISION

Was this incident deemed by the DPA to be a MINOR INFRACTION based on the *FHC Code of Conduct*?

Yes No – no further action taken

If YES, describe the sanctions (if any) that have been invoked to conclude the disciplinary process, including any timelines that are part of the sanction decision:

Section 5: DECISION NOTIFICATION

Decision notification to Respondent(s)

Verbally? YES Date: NO Written Notification (Required) Date:

Additional persons who require notification, based on the disciplinary decision and/or age of Respondent:

Coach:	Date Notified:	Notified By?
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Parent / Guardian:	Date Notified:	Notified By?
Activity / Program Lead:	Date Notified:	Notified By?

Signature of Designated Person of Authority

Section 6: Field Hockey Canada Receipt of Incident Report and Checklist		
Date Incident Report received:	Date acknowledged:	Acknowledged by:
Is Report Complete? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If no - what is still required?		
Date Completed?		