



KNIGHTS HOCKEY CLUB (KHC) DISCIPLINARY POLICY

1.1 Application

This Policy applies to ALL MATTERS falling under the provisions of Knights Hockey Club Complaints Committee and the Grievance and Appeals Committee. These procedures have been adopted by Knights Hockey Club in order to establish a process that will enable individuals participating in the activities, programs, events or business to participate, learn, work and play in a respectful environment free of discrimination, harassment, bullying and abuse. These actions, investigations and disciplines are independent of Hockey Calgary actions and can be implemented over and above any Hockey Calgary decision.

1.2 Grievance and Appeals Committee

Following each year's Annual General Meeting, the Board of Directors shall strike a Grievance and Appeals Committee to hear Hockey club level grievances that arise from time to time from within the general Membership. The Grievance and Appeals Committee shall be chaired by the President unless there is a conflict of interest. The Board of Directors, in its sole discretion, shall determine if there is a conflict. If there is a conflict of interest, one of the Knights Vice Presidents shall chair the committee. It shall consist of four (4) members of, or appointed by, the Board of Directors. Appeals shall be made in writing to the Administrator within seven (7) days of the date of the grievance. The committee shall meet within 10 days of receipt of the grievance.

Any member of the Grievance and Appeals Committee must step aside and be replaced by another Board Member, in any grievance that involves them personally, involves a family related member or any other Member that would appear to be a conflict of interest. The Board of Directors, in its' sole discretion, shall determine if there is a conflict.

1.3 Complaints Committee

The Complaints Committee will be chaired by the Director of Governance and Safety unless there is a conflict of interest determined by the President of Knights Hockey Club. Any Director or Vice President of Knights Hockey Club may be substituted to chair the Committee if the Director of Governance and Safety is unable to chair the meeting. The Complaints Committee will be made up of the Director of Governance and Safety and at least one (1) other Director and up to a maximum of three (3) Directors. Other Knights Hockey Club Officials such as Age Group Coordinators, Coaches and Managers maybe requested to attend a Complaints Committee meeting to assist in providing information or developing an action plan to move forward.

All decisions made by the Complaints Committee can be appealed and must follow the Appeals procedure.

1.4 Definitions

For the purposes of this Procedure:

- a. A Complainant is a person who discusses a concern or makes a complaint (an allegation, whether verbal or written) of unacceptable conduct, as that conduct is defined by the Policy;
- b. A Respondent is the party against whom a complaint is filed;
- c. An Official is any individual occupying a position of authority with Knights Hockey Club, Hockey Calgary, Hockey Alberta or Hockey Canada including but not limited to the executive, directors, officers, team officials and game officials;
- d. Verbal Harassment is name-calling, sarcasm, teasing, spreading rumors, threatening, making negative references to one's culture, ethnicity, race, religion, gender, sexual orientation and sexual comments;
- e. Social Harassment is mobbing, scapegoating, excluding others from a group, ganging up on and group teasing;
- f. Physical Harassment is hitting, poking, pinching, chasing, shoving, coercing, destroying or stealing belongings, sexual touching and hazing;
- g. Cyber Harassment is using the internet, social media technology or text messaging to intimidate, put-down, spread rumor, harass or make fun of someone.
- h. Bullying is a conscious, willful, deliberate and repeated hostile activity marked by an imbalance of power, intent to harm, and/or a threat of aggression.
- i. "24 Hour Rule" Parents/guardians, members or spectators are not allowed to confront a coach, team or league official to discuss any "negative" game or practice situation with the coaching and management staff until at least 24 hours has passed from the completion of the game or practice. A confrontation shall consist of any conversation, which is elevated from a normal speaking tone and demeanor to one which involves yelling, profanity or derogatory comments toward said coach, team or league official.

1.5 Expected Standard of Ethical Conduct

Knights Hockey Club commits to providing activities, programs, events or business to participate, learn, work and play in a respectful environment free of discrimination, harassment, bullying and abuse. All members and participants that are attending Knights Hockey Club activities, programs, events or business are expected to:

1. Adhere to all Knights Hockey Club bylaws, policies and procedures.
2. Rule and Regulations established by the facilities in which Knights Hockey Club activities, programs, events or business are taking place.

3. Knights Hockey Club is unequivocally opposed to tobacco, vaping, alcohol, cannabis and illegal drug use by any minor participants. Those parents and players and officials within the age of majority should not be consuming any such substances while representing the Knights Hockey Club.
4. Not use performance enhancing drugs or methods.
5. Engage in activities or behaviors that would interfere or create a safety situation at any Knights Hockey Club activities, programs, events or business.
6. Refrain from comments or behaviors which are disrespectful, humiliating, demeaning, offensive, abusive, racist, or sexist.

All Knights Hockey Club Board members, coaches, players and parents will be expected to sign a Code of Conduct outlining and acknowledging each individual's code of conduct before they are able to participate in Knights Hockey Club activities, programs, events or business.

1.6 Breach of Code of Conduct

Failure by a member or participant to comply with the applicable Code of Conduct while attending a Knights Hockey Club activity, program, event or business constitutes an infraction and may result in a disciplinary action and the possibility of sanctions in accordance within the guidelines set forth in this policy.

1.7 Penalties and Violations

1.7.1 Class 1 Violations

Class 1 violations include but are not limited to;

- Use of obscene or vulgar language or gestures directed towards anyone at any time.
- Abusive language towards players, coaches, officials, parents, opponents or spectators.
- Taunting of players, coaches, officials, opponents or spectator by means of baiting or ridiculing.
- Addressing a player, coach, official or volunteer in an unsportsmanlike, discourteous, or threatening manner.
- Questioning or approaching a coach, coaches or official about a decision during or immediately after practices or games, "the 24-hour rule".

Class 1 violations can be dealt with at a Team Level or a Complaints Committee Level and can carry a penalty of up to one (1) game suspension. The suspension begins when a decision and notification of the decision has been completed. An immediate suspension of the offending person(s) can occur until an investigation is complete, however this time will be considered for the overall suspension period.

1.7.2 Class 2 Violations

Class 2 Violations include but are not limited to;

- Threats of physical violence towards any player, coach, official, parent, opponent, volunteer or spectator.

- Throwing of an object in the spectator viewing area, player's bench, penalty box, in the locker room or on the ice that in a manner that appears to be malicious or creates a safety hazard.
- Intentionally shoving or striking a player, coach or official during a Knights Hockey Club activity, program, event or business.
- Public disparagement of other members or Knights Hockey Club (allegations have to be false statements).
- 2nd violation of the same Class 1 violation, or 3 or more Class 1 violations.

Class 2 Violations can only be dealt with at the Complaints Committee Level or Grievance and Appeals Level. Class 2 Violations carry a maximum penalty of up to a six (6) game suspension which includes games, practices and all team functions. The suspension begins when a decision and notification of the decision has been completed. An immediate suspension of the offending person(s) can occur until an investigation is complete, however this time will be considered for the overall suspension period.

1.7.3 Class 3 Violations

Class 3 violations will be at the discretion of the Complaints Committee based on a full investigation of the background and violation(s) involved. Depending on the severity of the incident(s), Class 1 and Class 2 violations may be deemed Class 3.

If the violation(s) is considered to be a Class 3 violation the Complaints Committee will recommend that the violation be heard by and decision made by the Knights Hockey Club Grievance and Appeals Committee.

Class 3 Violations carry a penalty of a one (1) season minimum suspension from Knights Hockey Club with a maximum penalty of expulsion. The suspension begins when a decision and notification of the decision has been completed. An immediate suspension of the offending person(s) can occur until an investigation is complete, however this time will be considered for the overall suspension period.

A Class 3 decision by the Grievance and Appeals Committee will be discussed in camera at a Knights Hockey Club Board Meeting where quorum is met and a 2/3 majority decision by the Knights Hockey Club Board Members must be met to ratify the Grievance and Appeals Committee decision.

1.8 Reporting of Unacceptable Conduct or Policy Breaches

Knights Hockey Club holds an expectation that the management of any issues arising during the course of the hockey season will follow the following process.

Knights Hockey Club Communication Escalation



This communication progression is consistent with Hockey Calgary, Hockey Alberta and Hockey Canada and is the expectation of the governing bodies that the communication escalation is followed. It is requested that Knights Hockey Club membership respect the process and adhere to the communication escalation.

Members of Knights Hockey Club must not communicate directly with Hockey Calgary without following the escalation process.

1.9 Team Level Issues

Any Class 1 violation, including but not limited to alleged misconduct of players, coaches and parents should be first reported by the Complainant to the Team Manager.

A Complainant wishing to file a complaint must follow the 24-Hour Rule, unless there is an immediate concern that the safety of any person is in jeopardy.

At no time and under no circumstances should any Knights Hockey Club parent or extended relative confront a player, coach, game official or another parent at the time of the incident or at any time of in the presence of players.

Knights Hockey Club asks that teams do their best to resolve issues at the team level. These issues should first be addressed at the Team Manager level. If the issues cannot be resolved at the Team Manager level, then the issues need to be brought to the attention of the Age Group Coordinator. This is primarily for issues that meet the criteria for filing an official complaint.

If the Age Group Coordinator is not able to resolve the dispute to the satisfaction of the parties involved, or if they require further input and guidance, they will send the complaint to the Complaints Committee for review.

1.9.1 Hockey Club Level Issues

The following issues will be considered Hockey Club level issues:

- Any Class 2 violations
- Issues that arise prior to evaluations and or the season commencing.
- Issues during the season that arise outside of a game, practice or other team activity, or that involves parents, coaches or players from more than one team but is hockey related.
- Issues that take place during the Evaluations Process.

No party within this resolution process shall tolerate any behavior that constitutes bullying, harassment or threats of any form. Any instance of the behaviors shall be escalated immediately to the Complaint Committee if necessary and appropriate disciplinary action against the offender shall be considered by the Committee.

1.10 Minor Instances of Unacceptable Conduct

Nothing in this Procedure prevents an Official or other appropriate person having authority from taking immediate informal and corrective disciplinary action in response to behavior that, in their view, constitutes a minor Class 1 incident of unacceptable conduct, as defined by the Policy.

1.11 Instances where Immediate Response may be required

Complaints of unacceptable Class 1 conduct arising during games may be dealt with immediately, if deemed necessary, by an Official, provided the individual being disciplined is advised of the nature of the infraction and has an opportunity to provide information concerning the incident. In such situations, sanctions shall be for the duration of the game only and must be reported to the Complaints Committee. Further sanctions may be applied but only after review of the matter in accordance with Knights Hockey Club Complaints Committee and this Procedure. In the event that an alleged offense is so serious as to possibly jeopardize the safety of others, an Official may immediately remove the alleged offender from a Knights Hockey Club, program or event pending an investigation of the complaint in accordance with this Procedure.

1.12 Reporting Unacceptable Conduct

A person who experiences, witnesses, or has reason to believe that unacceptable conduct has occurred is encouraged to make it known to the alleged offender as soon as is practicable that the behavior is unwelcome, offensive and contrary to Knights Hockey Club Policy, however if the person does not feel comfortable approaching the alleged offender they are encouraged to report the incident immediately. Members can directly contact the VP Operations with any conduct concerns.

1.13 Informal Resolution

Once contacted by a Complainant, and it is shown that the communication progression has been followed the Complaints Committee will serve in a neutral, unbiased capacity to receive information

regarding the incident(s) and, where appropriate, assist in the informal resolution of the matter. If a member of Complaints Committee considers that he or she is unable to act in this capacity, a replacement from the Knights Hockey Club Board of Directors will be requested.

If an informal resolution acceptable to the Complainant and Respondent is reached, then the Complaints Committee will:

- a. Send a written communication to both parties, setting out the understandings and/or agreement. Receipt of this written communication must be acknowledged by both the Complainant and Respondent;
- b. Assist in bringing about whatever administrative or other action is needed to implement the resolution;
- c. Ensure that an appropriate record of the resolution is documented and maintained by the Governance and Safety Director.

1.14 Formal Complaint

If the matter is not resolved informally, or if the unacceptable conduct continues or reoccurs, or if the Complainant chooses not to attempt to resolve the matter informally, the Complainant has the option to file a formal complaint.

The formal complaint shall:

- a. Be in writing in the form of an email or the online Knights Hockey Club Complaint Form and stating that it is a formal complaint.
- b. Set out the particulars of the allegations, including, where possible, the dates, times and nature of the allegations, the person(s) involved, and the names of any witnesses to the behavior;
- d. Be submitted to the Complaints Committee.

A Complainant may request the assistance of the Complaints Committee to help assess if the incident(s) should be considered a formal complaint.

Persons who wish to file formal complaints are encouraged to do so at their earliest opportunity. However, to be considered by the Complaints Committee all formal complaints must be filed within 2 weeks from the date of the most recent alleged violation of the Policy. The Complaints Committee can look at extenuating circumstances that would warrant an extension of time.

1.15 Applicability of the Complaint

Upon receipt of the formal complaint the Complaints Committee, with advice from appropriate persons or professionals as needed, will review the allegation(s) to determine:

- a. whether the alleged conduct falls within the definitions of unacceptable conduct established by the Policy;
- b. the nature of the complaint, including an initial assessment as to the seriousness of the alleged conduct;
- c. who the complaint involves.

If it is determined that the allegation(s) does not fall under the definitions set out by Knights Hockey Club Discipline Policy or that the complaint does not involve any person to whom the Policy applies, then the Complainant shall be advised accordingly, and no further action will be taken on the formal complaint. The Complaints Committee may recommend that other avenues be pursued by the Complainant in order to resolve the matter at issue.

If it is determined that the complaint does not involve any individual participating in Knights Hockey

Club activities, programs, events but may involve a member/participant of Knights Hockey Club or if the complaint raises issues within the exclusive jurisdiction of Hockey Calgary, the Governance and Safety Director shall refer the complaint to Hockey Calgary.

If it is determined that the complaint involves a person or persons to whom the Policy applies and the complaint is initially assessed as minor in nature, and if agreed upon by the parties, resolution may be attempted through mediation for such period of time that the Complaints Committee considers reasonable. Any such resolution may provide for withdrawal of the complaint or a portion thereof. Should mediation be unsuccessful or if at any time one or both of the parties decline to participate further with the resolution process, the Complaints Committee shall proceed to handle the matter as per the following;

If it is determined that the complaint involves a person or persons to whom the Policy applies and the complaint is initially assessed as serious in nature, the Complaints Committee may then contact/appoint an individual with the necessary training, skills and experience to conduct an investigation of the complaint. This may be an individual(s) external to Knights Hockey Club.

1.16 Instituted Investigation

The Complaints Committee, in consultation with Knights Hockey Club Board of Directors and/or appropriate professionals may request that an investigation be conducted in the absence of a formal complaint and in circumstances where the Committee deems it appropriate to do so. The procedures applicable to the investigation of a formal complaint and post-investigative response will apply, adapted as necessary to meet the particular circumstances.

Where the Complaints Committee believes there is sufficient evidence to warrant the Complainant making a formal complaint, but the Complainant does not wish to do so, the Complaints Committee may make a formal complaint on behalf of Knights Hockey Club and proceed in accordance with these Procedures.

1.17 Investigations

Upon an investigation being launched, the investigator shall:

- a. Notify the Respondent that a complaint has been received and that an investigation is being commenced. The Respondent shall be provided with a copy of the formal complaint and copies of Knights Hockey Club Discipline Policy and Procedures;
- b. Provide the Respondent with a reasonable opportunity to consult with a representative if required to do so;
- c. Request the Respondent to provide a written response to the complaint within a reasonable time which shall be at the discretion of the Complaints Committee;
- d. Investigates the complaint, including interviewing the Complainant and the Respondent, and any other person deemed relevant to the investigation;
- e. Re-interview the parties of the complaint, as needed, in order to provide them with a full opportunity to respond to all pertinent information gathered during the investigation;
- f. Carry out the investigation in a timely manner.

Upon completion of the investigation, the Complaints Committee shall prepare a written report which sets out:

- a. The allegation(s);
- b. All relevant information obtained during the course of the investigation;
- c. A recommendation that states either:

- i. no further action be taken because no breach of the Policy has been found to have occurred; or
- ii. the complaint has merit and was referred to the Complaints Committee; or
- iii. the complaint has been shown to be clearly false, malicious or frivolous, no disciplinary action required against the Respondent required. Action may be taken against the Complainant if required.

A copy of the written report shall be provided to the President, and the Governance and Safety Director will file and kept on record.

1.18 Actions to be Taken when External Services Required

Upon receipt of a report from the Investigator recommending that no further action be taken, a member of the Complaints Committee will advise the Complainant and Respondent accordingly and may choose to provide them with a copy of the investigator's written report. The matter shall then be considered concluded.

Upon receipt of a report from the Investigator recommending that the complaint should be referred to the Complaints Committee as it either has merit or has been shown to be clearly false, malicious or frivolous, a member of the Complaints Committee shall advise the Complainant and Respondent of the findings of the investigator. The Complainant and Respondent will be provided the opportunity to respond in writing to the investigator's findings. The Complaints Committee may establish such time frames for the provision of the written submissions as the Committee deems necessary and reasonable.

A Complainant or Respondent who has been provided with a copy of an investigator's report at the conclusion of the investigation into a complaint under this Procedure must not discuss, circulate, copy or otherwise disseminate any part of the report except as is necessary to seek advice and/or direction regarding the report from their representative, advisor or support person.

1.19 Decision of the Complaints Committee

Within 10 business days of the receipt of the investigator's report and any written submissions by the parties or as soon as is possible thereafter, the Complaints Committee will deliver its written decision to the Complainant and Respondent. The written decision shall contain:

- a. a summary of the facts, referring as necessary, to the investigator's report;
- b. a conclusion as to whether or not the Policy has been breached;
- c. the disciplinary action, if any, to be taken against the Respondent for any breach of the Policy found to have occurred;
- d. the disciplinary sanctions, if any, to be administered to the Complainant in the event of the finding that the complaint was clearly false, malicious, or frivolous;
- e. if determined to be necessary, measures to remedy or mitigate the harm or loss suffered by the Complainant, for any breach of the Policy found;
- f. any other measures that may be necessary to properly dispose of the complaint.

Unless the Committee decides otherwise, any disciplinary sanctions determined to be taken against either the Complainant or Respondent shall take effect immediately.

Failure by a member to comply with a sanction as determined by the Complaints Committee shall result in an automatic suspension of membership in Knights Hockey Club until such time as the sanction is fulfilled.

1.20 Appeals

Both the Complainant and Respondent shall have the right to appeal the decision of the Complaints Committee. A notice of intention to appeal, along with the grounds for appeal, must be provided to the Grievance and Appeals Committee within 5 business days of the Complainant or Respondent, as applicable, receiving the Complaints Committee's written decision. The notice must include the grounds upon which the decision is being appealed as set out below.

Appeals may only be made on the following grounds:

- a. members of the Grievance and Disciplinary Committee did not follow the Procedure applicable to administering the Knights Hockey Club Discipline Policy;
- b. members of the Complaints Committee reached a decision that could not be supported by the evidence;
- c. members of the Complaints Committee reached a decision on a remedy that was grossly unfair or unreasonable in all of the circumstances.

The other party will be notified if a notice of appeal is received. The party will be provided with the grounds of the appeal and the opportunity to submit a response to the notice.

The appeal shall be heard by Knights Hockey Club Grievance and Appeal Committee.

The Chairperson of the Appeal Committee shall, within 7 business days of receipt of a written appeal, arrange a date for the appeal hearing and give notice of the date to the Complainant and Respondent.

Representations are limited at an appeal hearing to those persons requested to, or approved to, appear by the Chairperson of the Grievance and Appeal Committee;

The Grievance and Appeal Committee has discretion to govern the hearing of the appeal in the manner it deems appropriate, provided that it adheres to the following;

- a. The decision of the Grievance and Appeal Committee will be based on a review of the documentation regarding the complaint, including the complaint and any reply by the Respondent, the report of the investigator, any submissions made by the parties in response to the investigator's findings, the decision of the Complaints Committee, the notice of appeal and any representations in response to the appeal permitted by the Appeal Committee.
- b. In deciding the appeal, the Grievance and Appeal Committee may uphold the decision of the Complaints Committee, substitute its decision for that of the Complaints Committee or it may modify any of the Complaints Committee's conclusions regarding disciplinary action or remedial measures.
- c. A ruling by the Grievance and Appeal Committee with respect to an appeal filed pursuant to this section is final and binding on all parties.