



## Club Complaint and Discipline Policy

### 1. Purpose

This policy aims to ensure that all members, participants, and stakeholders of TBFAST are treated fairly and with respect. It outlines the process for addressing complaints and disciplinary matters in a consistent and transparent manner.

### 2. Scope

This policy applies to all individuals involved in club activities, including but not limited to:

- Athletes
- Coaches
- Officials
- Volunteers
- Parents/Guardians
- Board Members

### 3. Principles

- Fairness and due process
- Timeliness and transparency
- Respect for confidentiality
- Right to appeal

### 4. Reporting a Complaint

- Complaints must be submitted in writing within **21 days** of the incident.
- Complaints should be directed to the Club President or designated Complaints Officer.
- Anonymous complaints will not be accepted unless there is a compelling reason.

### 5. Initial Review

- The Complaints Officer will determine if the complaint falls within the scope of this policy.
- If the complaint is deemed **frivolous, vexatious, or outside jurisdiction**, it will be dismissed.
- If valid, the complaint will be classified as a **minor** or **major infraction**.

### 6. Minor Infractions

Examples include:

- Disrespectful or inappropriate language
- Tardiness or absenteeism without notice
- Non-compliance with club rules

### Possible sanctions:



- Verbal or written reprimand
- Apology (verbal or written)
- Temporary suspension from activities

## **7. Major Infractions**

Examples include:

- Harassment or bullying
- Physical violence or threats
- Repeated minor infractions

### **Possible sanctions:**

- Suspension from club activities
- Expulsion from the club
- Referral to external authorities (if applicable)

## **8. Disciplinary Panel**

For major infractions, a panel of 3 impartial individuals will be appointed to:

- Review evidence
- Conduct interviews if necessary
- Decide on appropriate sanctions

## **9. Appeals**

- Individuals may appeal decisions within **7 days** of receiving the outcome.
- Appeals must be based on new evidence or procedural errors.

## **10. Confidentiality**

All proceedings will be kept confidential, except where disclosure is required by law.