



COMPLAINT & DISCIPLINE POLICY

A fair, defined process for raising and resolving concerns.

EFFECTIVE DATE	VERSION	REVIEW CYCLE
June 30, 2026	1.0	Annual

Adopted by the Board of Directors of Northern Force Fastpitch, effective June 30, 2026. This document forms part of the Northern Force Fastpitch Safe Sport Program and applies to all participants. It is governed by, and shall be interpreted in accordance with, the laws of the Province of Ontario and the applicable laws of Canada. If any provision is found to be invalid or unenforceable, the remaining provisions continue in full force.

1. PURPOSE

This policy provides a fair and consistent process for reporting, investigating, and resolving complaints of misconduct or breaches of Association policy, and for imposing discipline where warranted.

2. HOW TO REPORT

- **Emergency:** Call 911 if anyone is in immediate danger.
- **Internally:** Submit a report to the Safe Sport Coordinator by email, or through the confidential reporting form on the Association website.
- **Independently:** For concerns you would rather not raise internally, contact the Canadian Sport Helpline (1-888-83-SPORT) for free, confidential, independent advice.

3. CONFIDENTIALITY AND PROTECTION

Reports are handled as confidentially as possible. The Association prohibits retaliation against anyone who makes a good-faith report or participates in an investigation. Knowingly false or malicious reports are themselves a violation.

4. INDEPENDENT THIRD PARTY

For serious complaints, or where a conflict of interest exists, the matter is referred to an **Independent Third Party** (an external Case Manager or the applicable national mechanism) to remove any conflict involving Association leadership or coaching staff.

5. PROCESS

1. **Intake:** The complaint is received and acknowledged.

2. **Assessment:** The Safe Sport Coordinator or Independent Third Party determines whether the matter proceeds and whether interim measures (e.g., temporary suspension) are needed.
3. **Investigation:** A fair investigation is conducted; the respondent is informed of the allegations and given an opportunity to respond.
4. **Decision:** A written decision is issued with reasons.
5. **Discipline:** Where a breach is found, proportionate discipline is imposed (see section 6).

6. POSSIBLE SANCTIONS

Sanctions may include a verbal or written warning, education or training requirements, probation, suspension, removal from a position or the program, and referral to police or child protection authorities where required.

7. APPEALS

A party directly affected by a decision may appeal in writing within fourteen (14) days of receiving the decision, on the grounds of procedural unfairness, bias, a decision made without authority, or a decision that was unreasonable in light of the evidence. Appeals are heard by an impartial person or panel not previously involved in the matter, whose decision is final.

8. DUTY TO REPORT TO AUTHORITIES

Nothing in this policy replaces any legal duty to report. Under the *Child, Youth and Family Services Act, 2017* (Ontario), any person who has reasonable grounds to suspect that a child is or may be in need of protection must promptly and directly report that suspicion to a Children's Aid Society. This duty is ongoing and applies regardless of, and in addition to, this internal process. Where a criminal offence is suspected, the matter is also reported to police.

WHO TO CONTACT

Questions about this document, or any Safe Sport matter, may be directed to:

- **Safe Sport Coordinator, Northern Force Fastpitch:** northernforcefastpitch@gmail.com
- **Independent third party (external):** Canadian Sport Helpline — 1-888-83-SPORT (1-888-837-7678) — abuse-free-sport.ca
- **Emergency:** Call 911 if anyone is in immediate danger.