

Code of Conduct & Complaints Policy

Pickleball Kelowna Club

As a member of the Club every member is to conduct themselves in a courteous and respectful Manner. (2.09 PKC Bylaws)

Every member of the Club shall become a member of Pickleball Canada(PCO) and Pickleball BC(PBC) and abide by the official rules of Pickleball and codes of conduct as adopted by PCO and PBC

General and Tournament play at the Club will be governed by the official rules adopted by Pickleball Canada Organization and Pickleball BC. Modifications to play will be outlined in advance and agreed to by the Board of Directors for specific events when applicable.

1. Complaints

This Policy applies to all members at any time and entities participating in Pickleball Kelowna Club programs, activities and events.

Any member or entity who believes they have been wrongly served or believes others may be wrongly served or an individual or group is not complying with the bylaws and policies of Pickleball Kelowna Club may initiate a formal complaint.

The Board of Directors, by majority vote, may initiate a complaint at any time on behalf of the club. By doing so, the Board of Directors does not become a party to the complaint, and recusal requirements do not apply.

Investigation of formal complaints of any nature will be initiated within seven (7) days of receiving the complaint.

2.1 Intake

1. Formal Complaints must be made in writing. Email or letter mail for the purposes of this policy are considered "in writing."
2. Verbal, oral or text messages are not considered formal complaints.
3. Any formal complaint will be directed to the President or Vice President of the club.
4. The President or Vice-President, at their sole and absolute discretion, may investigate the complaint or form a subcommittee of Directors and or Club Administrators to investigate the matter.
5. At any time, the complainant may withdraw their complaint.
6. The complaint must include the date, time estimate, event, individuals involved and any pertinent details of the alleged bylaw, rules or policy violation.
7. In the event that a complaint involves a Board Member or Club Administrator. The Board Member or Club Administrator will be recused from any aspect of the investigation or decision-making process.

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2.2 Investigation

1. The investigator will speak to the complainant to ascertain their wishes as to any desired outcome. See section 2.4.1. Minor Complaints and 2.4.2. Major Complaints.
2. When applicable, investigation and collection of testimony from the complainant, respondent, and any witnesses are to be conducted as soon as possible to ensure accuracy.
3. A “request for information” will be sent to respondents and any witnesses.
4. At all times, any personal information regarding any club member must be kept confidential.
5. Investigators are encouraged to be neutral and ask non-judgemental questions to uncover details of the complaint/event and not unduly influence any member.
8. Upon completion of the investigation, all information collected will be shared with the President, Vice President and or the Board of Directors.

2.3 Review of Complaints

1. Upon review of the complaint by the President or Vice President, the magnitude of the infraction will be assessed as Minor or Major.
2. Minor Infractions may be assessed and or reviewed by the President, Vice President, Subcommittee or Board of Directors.
3. Any Major complaint must be reviewed by the entire Board of Directors minus any recusals for conflicts of interest. As such, a Board of Directors meeting must be called if a Board of Directors meeting is not forthcoming in a timely manner.
4. If details of the complaint are deemed to be insufficient, the Board of Directors may call a hearing with the respondent.
5. No complaint, Minor or Major will be decided upon unless the respondent has been given the opportunity to respond to the complaint.
6. The complainant may withdraw the complaint at any time ending the investigation.

2.4 Decisions

2.4.1 Minor Complaints

The President or Vice President may, at his or her discretion, decide on the nature of any minor complaint, its validity and any applicable discipline. No complaint, Minor or Major will be decided upon unless the respondent has been given the opportunity to respond to the complaint.

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2.4.1.1 Three Possible Outcomes:

1. The complaint is **deemed not sufficient in nature** to rise to an offence.
 - a. The complainant will be informed that the matter is settled as such. No discipline.
2. The details of the complaint are **deemed to be valid, but sufficient information is not available** to Board for a fair decision to be made.
 - a. The complaint information may be retained for future consideration by the board of directors. The parties involved will be notified of the Club's Code of Conduct Policy.
3. The **complaint is deemed to be valid.**
 - a. Discipline Options, Minor Infractions:
 - i. A verbal or written reprimand is given to the respondent.
 - ii. A verbal or written apology from one party to another.
 - iii. Any other sanction considered appropriate to the circumstances chosen by the President, Vice President or Board of Directors.

2.4.2 Major Complaints

The Board of Directors, by majority vote, may, at its sole discretion, decide on the nature of any major complaint, its validity and any applicable discipline with the exception of the following:

The respondent will be given the opportunity to address the President, Vice President and Board of Directors at a hearing, in person, by telephone, remotely via online video conferencing or any combination of these methods.

2.4.2.1 Possible Outcomes:

1. The complaint details are **deemed not sufficient in nature** to rise to an offence.
 - a. The complainant will be informed that the matter is settled as such. No discipline.

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2. The details of the complaint are **deemed to be valid, but sufficient information is not available** to the Board of Directors for a fair decision to be made.
 - a. The Board of Directors may call a hearing with the respondent to further investigate the matter prior to making a decision.
 - b. After a Hearing, and no decision is possible, the complaint information may be retained for future consideration by the board of directors. The parties involved with be notified of the Club's Code of Conduct Policy.

3. The **complaint is deemed to be valid.**
 - a. Discipline Options, Major Infractions:
 - i. A written reprimand
 - ii. Expulsion from membership in Pickleball Kelowna Club.
 - iii. Any other sanction considered appropriate to the circumstances chosen by the President, Vice President or Board of Directors.

All discipline and investigations, and outcomes will remain private. PKC will retain all files securely for future consideration and planning.

2.5 Pickleball Kelowna Club Applicable Bylaws

Bylaw 2.12 The Directors shall have the power, by Board Resolution, to expel or suspend any member whose conduct shall have been determined by the Directors to be improper, unbecoming or likely to endanger the purpose or reputation of the Club. No member shall be suspended or expelled without notice of the charge or complaint and without first being given an opportunity to be heard by the directors at a meeting called for that purpose.

2.6 Coming into Force

July 12, 2023

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Appendix A - Infractions

1. Minor Infractions

Minor infractions are single incidents of failing to achieve expected standards of conduct that generally do not result in harm to others, Pickleball BC or the sport of pickleball. Examples of minor infractions can include, but are not limited to, a single incident of:

- Disrespectful, offensive, abusive, racist, sexist comments or behaviour.
- Disrespectful conduct such as outbursts of anger.
- Conduct contrary to the values of Pickleball BC.
- Being late for or absent from Pickleball Kelowna Club events and activities at which attendance is expected or required with due notice being given.
- Non-compliance with Pickleball Kelowna Club's policies, procedures, rules, or regulations.
- Minor violations of Pickleball Kelowna Club's Code of Conduct and Policies.

2. 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 Pickleball BC or to the sport of pickleball while participating in Pickleball BC programs, activities, or events. Examples of major infractions include, but are not limited to:

- Repeated minor infractions.
- Incidents of physical abuse.
- Incidents of harassment, sexual harassment, or sexual misconduct.
- Activities that endanger the safety of others.
- Use of intoxicants - alcohol or other forms of drugs.
- Wagering or attempting to wager anything of value in connection with an event which one is or will be competing in.
- Offering, soliciting, or accepting anything of value intended to influence the outcome of a match or game.
- Using or providing insider (non-public) information to any person where it might reasonably be expected the information could be used for wagering purposes.
- Knowingly helping with, covering up or otherwise being complicit in activities related to wagering or match fixing as described above.
- Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition.
- Conduct that intentionally damages Pickleball Kelowna Club's image, credibility or reputation.
- Intentional violation of Pickleball Kelowna Club's bylaws, policies, rules or regulations.
- Intentionally damaging Pickleball Kelowna Club property or improperly handling Pickleball Kelowna Club monies.
- Major or repeated violations of Pickleball Kelowna Clubs Bylaws and Policies.