

Discipline and Complaints Policy

A. Purpose

1. Participants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with all policies, by-laws, rules, and regulations of the Coaching Association of Canada (the “CAC”), as updated and amended from time to time.
2. Non-compliance with any of the CAC’s policies, by-laws, rules, or regulations may result in the imposition of sanctions pursuant to this Policy.

B. Scope of Application

General

3. This Policy applies to all Participants and to any alleged breaches of the CAC’s policies, by-laws, rules or regulations that designate this Policy as applicable to address such alleged breaches. For the avoidance of doubt, this Policy **does not** apply to coaches, who shall be subject to the disciplinary procedures of the Canadian Centre for Ethics in Sport (CCES) or other relevant functions of the Canadian Safe Sport Program (CSSP), where applicable, or the sport organization (i.e., the national sport organization, provincial or territorial sport organization) that has authority over the coach and the incident that has occurred. Sanctions imposed by the CCES, the Office of the Sport Integrity Commissioner (OSIC),¹ or other relevant functions under the CSSP, or any sport organization with authority over a coach shall be automatically implemented by the CAC, as provided in this Policy.
4. In addition to being subject to disciplinary action pursuant to this Policy, an employee of the CAC who is a Respondent to a complaint may also be subject to consequences in accordance with the employee’s employment agreement or the CAC’s human resources policies, if applicable. In addition, nothing in this Policy precludes any action from being taken pursuant to the CAC’s *Positive Workplace Policy*.

¹ Although the mandate of the OSIC concluded on March 31, 2025, the OSIC retained jurisdiction over matters commenced prior to February 1, 2025 that should be completed by July 31, 2025. Any decisions rendered by the OSIC under the Abuse-Free Sport Program under its mandate shall be automatically implemented by the CAC under this Discipline and Complaints Policy.

C. Reporting

Participants subject to the CSSP

5. Any incident that involves alleged Prohibited Behaviour (as defined in the UCCMS) and a Participant that is subject to the CSSP must be reported to the CCES and will be addressed pursuant to the CSSP Rules and any relevant policies and procedures.)
6. The CCES shall determine the admissibility of complaints pursuant to the CSSP Rules.
7. If the Independent Third Party receives a complaint that they consider would otherwise fall within Section 5, they shall refer the matter to the CCES and notify the individual(s) that made the complaint of such action.

Participants

8. Any complaints involving alleged breaches of the CAC's policies that do not fall within Section 5 above may be reported by a Participant to the Independent Third Party in writing within 14 days.² For the avoidance of doubt, this includes complaints referred back to the Independent Third Party by the CCES following a determination made by the CCES that a complaint initially reported to it does not fall within its jurisdiction. The CCES is not required to comply with the deadline specified in this section.
9. Notwithstanding any provision in this Policy, the CAC may, at its discretion, or upon request by the Independent Third Party, act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, the CAC will identify an individual to represent the organization.
10. A Complainant or any other individual who submits a report regarding a potential breach of the CAC's policies who fears retribution or reprisal or who otherwise considers that their identity must remain confidential may file a complaint with the Independent Third Party and request that their identity be kept confidential. If the Independent Third Party considers that the Complainant/individual's identity must remain confidential, the Independent Third Party may ask that the CAC take carriage of the complaint and act as the Complainant.³

² This timeline may be waived at the Independent Third Party's sole discretion if they consider that there were extenuating circumstances that prevented the Individual from Reporting their complaint within 14 of the occurrence of the incident. Any such decision by the Independent Third Party is not subject to appeal.

³ In such circumstances, the Complainant(s) may be required to provide evidence during the disciplinary process.

Minors

11. Complaints may be brought by or against a Participant who is a Minor. Minors must have a parent/guardian or other adult serve as their representative during this process.
12. Communication from the Independent Third Party, Internal Discipline Chair or External Discipline Panel (as applicable) must be directed to the Minor's representative.
13. If the Minor's representative is not their parent/guardian, the representative must have written permission to act in such a capacity from the Minor's parent/guardian.
14. A Minor is not required to attend or participate in an oral hearing, if held, or participate in an investigation if conducted. In such circumstances, no adverse inference can be drawn against the Minor.

D. Independent Third Party responsibilities

15. Upon receipt of a complaint, the Independent Third Party has a responsibility to:
 - a) Determine whether the complaint falls within the jurisdiction of this Policy and whether it has been submitted in accordance with the deadlines indicated herein;
 - b) Determine whether the complaint is frivolous, vexatious or if it has been made in bad faith;
 - c) Determine if the alleged incident should be investigated pursuant to **Appendix A – Investigation Procedure**; and
 - d) Choose which process (Process #1 or Process #2, as outlined below) should be followed to hear and adjudicate the matter.

Available Process

There are two different processes that may be used to hear and adjudicate complaints. Subject to Section, the Independent Third Party decides which process will be followed at their discretion, and such decision is not appealable.

Process #1 - the complaint contains allegations involving the following behaviours:

- a) Disrespectful conduct or comments
- b) Minor acts of physical violence, unless the physical violence is between a Person in Authority and a Vulnerable Participant, in which case the matter will be addressed under Process #2
- c) Conduct contrary to the values of the CAC

- d) Non-compliance with the policies, procedures, rules, or regulations of the CAC
- e) Minor violations of the policies or bylaws of the CAC.

***The behaviours identified above are examples only and are not a definitive list of behaviours that may be addressed through Process #1.

Process #2 - the complaint contains allegations involving the following behaviours:

- a) Repeated incidents described in Process #1
- b) Hazing
- c) Abusive, racist, or sexist comments, conduct or behaviour
- d) Incidents that constitute Prohibited Behaviour under the Code of Conduct and Ethics (the "Code") and the UCCMS
- e) Major incidents of violence (e.g., fighting, attacking
- f) Pranks, jokes, or other activities that endanger the safety of others
- g) Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
- h) Conduct that intentionally damages the image, credibility, or reputation of the CAC
- i) Consistent disregard for the by-laws, policies, rules, or regulations of the CAC
- j) Major or repeated violations of the Code or any other policies, by-laws, rules or regulations that designate this Discipline and Complaints Policy as applicable to address such alleged breaches
- k) Intentionally damaging the property of the CAC or improperly handling any the CAC's monies
- l) Abusive use of alcohol, any use or possession of alcohol by Minors, or use or possession of illicit drugs and narcotics
- m) A conviction for any Criminal Code offense

***The behaviours identified above are examples only and are not a definitive list of behaviours that may be addressed through Process #2.

E. Provisional Suspensions

16. If it is considered appropriate or necessary on the basis of the circumstances, immediate discipline or the imposition of a Provisional Suspension or interim measures may be imposed against any Participant by the CEO of the CAC after which further discipline or sanctions may be applied according to this Policy.

17. If an infraction occurs at a competition, it will be dealt with by the procedures specific to the competition, if applicable. Provisional Suspensions or interim measures may be imposed for the duration of a competition, training, activity, or Event only, or as otherwise determined appropriate by the CEO of the CAC.⁴

18. Notwithstanding the above, the CAC may determine that an alleged incident is of such seriousness as to warrant the imposition of a Provisional Suspension of a Respondent pending completion of an investigation, assessment and/investigation by the CCES, criminal process, the hearing, or a decision of the External Discipline Panel. For the avoidance of doubt, the CAC may impose additional interim measures or a Provisional Suspension in addition to any Provisional Measures imposed by the CCES pursuant to the CSSP Rules.

19. Any Respondent against whom a Provisional Suspension or interim measure is imposed may make a request to the Independent Third Party or External Discipline Panel (if appointed) to have the Provisional Suspension or interim measure lifted. In such circumstances, the CAC shall be provided with an opportunity to make submissions, orally or in writing, regarding the Respondent's request to have their Provisional Suspension lifted. Provisional Suspensions or interim measures shall only be lifted in circumstances where the Respondent establishes that it would be manifestly unfair to maintain the Provisional Suspension or interim measures against them.

20. Any decision not to lift a Provisional Suspension or interim measure shall not be subject to appeal.

F. Procedural Steps

PROCESS #1: Handled by Internal Discipline Chair

Internal Discipline Chair

21. Following the determination that the complaint or incident should be handled under Process

#1 the Independent Third Party will appoint an Internal Discipline Chair⁵ who may

a) Ask the Complainant and the Respondent for either written or oral submissions regarding the complaint or incident. Both Parties shall also have the right to submit to the Internal Discipline Chair any relevant evidence, including, but not limited to witness statements, documentary evidence or evidence from other media (i.e., photos, screenshots, videos or other recordings). Each Party shall have the right to receive the other Party's submissions and evidence, including the Complainant's complaint. In the case of oral submissions, each Party shall have the right to be present when such submissions are made (unless waived by a Party); and/or

b) Following receipt of the Parties' submissions, the Internal Discipline Chair may convene the Parties to a meeting, either in person or by way of video or teleconference to ask the Parties questions and to allow the Parties to ask questions of one another.

22. Following their review of the submissions and evidence related to the complaint, the Internal Discipline Chair shall determine if any of the incidents listed in Process #1 above have occurred and, if so, determine whether to impose a sanction and, if so, determine the appropriate sanction (see: **Sanctions**). If, after hearing the Parties and reviewing their submissions, the Internal Discipline Chair considers that none of the incidents listed in Process.

#1 above have occurred, they shall dismiss the complaint.

23. The Internal Discipline Chair will inform the Parties of the Internal Discipline Chair's decision, which shall be in writing and include reasons. The Internal Discipline Chair's decision will take effect immediately, unless specified otherwise by the Internal Discipline Chair. Should the circumstances require a decision to be rendered immediately or within a short timeline, the Internal Discipline Chair may render a short decision, either orally or in writing, followed by a written reasoned decision.

24. Any decision rendered by the Internal Discipline Chair shall be provided to and maintained in the records of the CAC. Decisions will be kept confidential by the Parties and the CAC and shall be retained and discarded in accordance with the relevant and applicable privacy legislation.

⁴ In-competition discipline or sanction imposed by the applicable official or authority does not prevent a Participant from facing additional disciplinary proceedings under the Code.

⁵ The appointed Internal Discipline Chair must be unbiased and not in a conflict of interest.

PROCESS #2: Handled by Independent Third Party and External Discipline Panel

Independent Third Party

25. Following the determination that the complaint should be handled under Process #2, the Independent Third Party will appoint an External Discipline Panel of one (1) person to hear the complaint. Thereafter, the Independent Third Party shall have the following responsibilities:

- a) Coordinate all administrative aspects of the process and set reasonable timelines
- b) Provide administrative assistance and logistical support to the External Discipline Panel as required, including providing the External Discipline Panel with any information related to previously imposed disciplinary sanctions against the Respondent(s) of the policies of the CAC or any other sport organization that had authority over the Respondent
- c) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

26. The Independent Third Party will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.

27. If warranted based on the nature of the case, the Independent Third Party may, in their sole discretion, appoint an External Discipline Panel of three (3) people. When a three-person External Discipline Panel is appointed, the Independent Third Party will appoint one of the External Discipline Panel's members to serve as the Chair.

28. The Independent Third Party, in cooperation with the External Discipline Panel, will then decide the format under which the complaint will be heard. This decision may not be appealed. The format of the hearing may be an oral in-person hearing, an oral hearing by telephone or other communication medium, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods.

29. The hearing will be governed by the procedures that the Independent Third Party and the External Discipline Panel deem appropriate for the circumstances. The following procedural directions will apply:

- a) The determination of procedures and timelines, as well as the hearing duration, shall be as expedient and cost-efficient as possible to ensure that costs to the Parties and the CAC are reasonable

b) The Parties will be given appropriate notice of the day, time, and place of the hearing

c) Copies of any written documents which any of the Parties wishes to have the External Discipline Panel consider will be provided to all Parties, through the Independent Third Party, in advance of the hearing and in accordance with the timelines set by the Independent Third Party

d) The Parties may engage a representative, advisor, translator, transcription services or legal counsel at their own expense

e) The External Discipline Panel may request that any other individual participate and give evidence at the hearing

f) If not a Party to the matter, the CAC shall be allowed to attend the hearing as an observer and will be provided with access to any documents submitted. With the permission of the External Discipline Panel, the CAC may make submissions at the hearing or may provide the discipline panel with clarifying information that may be required for the

External Discipline Panel to render its decision⁶

g) The External Discipline Panel shall allow any evidence at the hearing filed by the Parties and may exclude any evidence is unduly repetitious or otherwise an abuse of process. The External Discipline Panel shall otherwise apply relevant and applicable evidentiary rules in relation to the admissibility and weight given to evidence filed by the Parties

h) Nothing is admissible in evidence at a hearing that:

i. would be inadmissible in a court by reason of any privilege under the law of evidence; or

ii. is inadmissible by any statute.

i) The decision will be by a majority vote of the External Discipline Panel when the Panel consists of three people.

30. If the Respondent acknowledges the facts of the incident(s), the Respondent may waive the hearing, in which case the External Discipline Panel will determine the appropriate sanction. The External Discipline Panel may still hold a hearing for the purpose of determining an appropriate sanction.

⁶ The purpose of this provision is not to provide the CAC with the possibility to try to influence whether a sanction is imposed and, if so, the duration or nature of the sanction. Instead, this provision is intended to provide the CAC with the possibility to provide the discipline panel with clarifying information when the

parties have sought a particular sanction against an Individual, but they have misunderstood or misrepresented fundamental elements of the programming or membership structure (or other similar issues) and, if left unaddressed, could result in the discipline panel imposing a sanction that is unenforceable.

31. The process will proceed if a Party chooses not to participate in the hearing.

32. 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, shall be permitted to participate in the proceedings as determined by the External Discipline Panel, and will be bound by the decision.

33. In fulfilling its duties, the External Discipline Panel may obtain independent advice.

G. Decision

34. After hearing the matter, the External Discipline Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. If the External Discipline Panel considers that an infraction has not occurred, the complaint will be dismissed.

35. Within fourteen (14) days of the conclusion of the hearing, the External Discipline Panel's written decision, with reasons, will be distributed to all Parties by the Independent Third Party, including to the CAC.

36. In extraordinary circumstances, the External Discipline Panel may first issue a verbal or summary decision soon after the conclusion of the hearing, with the full written decision to be issued before the end of the fourteen (14) day period.

37. The External Discipline Panel's decision will come into effect as of the date that it is rendered, unless decided otherwise by the External Discipline Panel. The External Discipline Panel's decision will apply automatically to the CAC.

38. Unless the matter involves a Vulnerable Participant, once the appeal deadline in the *Appeal Policy* has expired, the CAC shall publish on their website the outcome of the case, the provision(s) of the relevant policies that have been violated, the name(s) of the Participant(s) involved and the sanction(s) imposed, if any. If the matter is appealed, the publication provisions in the *Appeal Policy* shall apply. Identifying information regarding Minors or Vulnerable Participants will never be published by the CAC.

39. If the External Discipline Panel dismisses the complaint, the information referred to in Section 38 may only be published with the Respondent's consent. If the Respondent does not provide such consent, the information referred to in Section 38 will be kept confidential by the Parties, the Independent Third Party and the CAC, and shall be retained and discarded in accordance with the relevant and applicable privacy legislation. Failure to respect this provision may result in disciplinary action being taken pursuant to this *Policy*.

40. Other individuals or organizations may be advised of the outcome of any decisions rendered in accordance with this Policy, but only in circumstances where it is necessary to provide notice to such individuals or organization to implement an imposed sanction.

41. Records of all decisions will be maintained by the CAC in accordance with their Privacy Policy.

42. When the External Discipline Panel imposes a sanction, the decision shall include, at a minimum, the following details:

- a) Jurisdiction;
- b) Summary of the facts and relevant evidence;
- c) Where applicable, the specific provision(s) of the CAC's policies, bylaws, rules or regulations that have been breached;
- d) Which Party or organization is responsible for the costs of implementing any sanction;
- e) Which organization is responsible for monitoring that the sanctioned individual respects the terms of the sanction;
- f) Any reinstatement conditions that the Respondent must satisfy (if any);
- g) Which organization is responsible for ensuring that the conditions have been satisfied; and
- h) Any other guidance that will assist the Parties to implement the External Discipline Panel's decision.

If necessary, a Party – or the organization that is responsible for implementing or monitoring a sanction – may seek clarifications from the External Discipline Panel regarding the order so that it can be implemented or monitored appropriately.

H. Sanctions

43. When determining the appropriate sanction, the Internal Discipline Chair or External Discipline Panel, as applicable, will consider the following factors (where applicable):

- a) The nature and duration of the Respondent's relationship with the Complainant, including whether there is a power imbalance;
- b) The Respondent's prior history and any pattern of misconduct or Prohibited Behaviour;

- c) The respective ages of the individuals involved;
- d) Whether the Respondent poses an ongoing and/or potential threat to the safety of others;
- e) The Respondent's voluntary admission of the offense(s), acceptance of responsibility for the misconduct or Prohibited Behaviour, and/or cooperation in the investigative and/or disciplinary process of the CAC;
- f) Real or perceived impact of the incident on the Complainant, sport organization or the sporting community;
- g) Circumstances specific to the Respondent being sanctioned (e.g. lack of appropriate knowledge or training regarding the requirements in the *Code*; addiction; disability; illness);
- h) Whether, given the facts and circumstances that have been established, continued participation in the sport community is appropriate;
- i) A Respondent who is in a position of trust, intimate contact or high-impact decision- making may face more serious sanctions; and/or
- j) Other mitigating or aggravating circumstances.

44. Any sanction imposed must be proportionate and reasonable. However, progressive discipline is not required, and a single incident of Prohibited Behaviour or other misconduct may justify elevated or combined sanctions.

45. The Internal Discipline Chair or External Discipline Panel, as applicable, may apply the following disciplinary sanctions, singularly or in combination:

a) **Verbal or Written Warning** - A verbal reprimand or an official, written notice that a Participant has violated the *Code* and that more severe sanctions will result should the Participant be involved in other violations.

b) **Education** - The requirement that a Participant undertake specified educational or similar remedial measures to address the violation(s) of the *Code* or the UCCMS.

c) **Probation** - Should any further violations of the *Code* or the UCCMS occur during the probationary period, this may result in additional disciplinary measures, including, without limitation, a period of suspension or permanent ineligibility. This sanction can also include loss of privileges or other conditions, restrictions, or requirements for a specified period.

d) **Suspension** - Suspension, either for a set time or until further notice, from participation, in any capacity, in any program, activity or Event sponsored by, organized by, or under the auspices of the CAC. A suspended Participant may be eligible to return

to participation, but reinstatement may be subject to certain restrictions or contingent upon the Participant satisfying specific conditions noted at the time of suspension.

e) **Eligibility Restrictions** - Restrictions or prohibitions from some types of participation but allowing participation in other capacities under strict conditions.

f) **Permanent Ineligibility** - Ineligibility to participate in any capacity in any program, activity or Event sponsored by, organized by, or under the auspices of the CAC.

g) **Other Discretionary Sanctions** - Other sanctions may be imposed, including, but not limited to, other loss of privileges, no contact directives, a fine or a monetary payment to compensate for direct losses, or other restrictions or conditions as deemed necessary or appropriate.

46. The Internal Discipline Chair or External Discipline Panel, as applicable, may apply the following presumptive sanctions which are presumed to be fair and appropriate for the listed Maltreatment:

a) Sexual Maltreatment involving a Minor Complainant, or a Complainant who was a Minor at the time of the incidents complained of, shall carry a presumptive sanction of permanent ineligibility.

b) Sexual Maltreatment, Physical Maltreatment with contact, and Maltreatment related to interference or manipulation of process shall carry a presumptive sanction of either a period of suspension or eligibility restrictions.

c) While a Respondent has pending charges allegations of a crime against a person, if justified by the seriousness of the offence, the presumptive sanction shall be a period of suspension until a final determination is made in accordance with the applicable process.

47. A Participant's conviction for certain Criminal Code offenses involving harmful conduct shall carry a presumptive sanction of permanent ineligibility from participating with the CAC. Such Criminal Code offences may include, but are not limited to:

- a) Any child pornography offences
- b) Any sexual offences
- c) Any offence of physical violence

48. Failure to comply with a sanction as determined by the External Discipline Panel will result in an automatic suspension until such time as compliance occurs.

I. Automatic implementation of decisions

49. Any disciplinary decision rendered against a Chartered Professional Coach (ChPC) or a Registered Coach by the OSIC (prior to the conclusion of its mandate) or pursuant to the CSSP Rules (after April 1, 2025), or a sport

organization with authority over the ChPC or Registered Coach, shall, once the CAC and the ChPC or Registered Coach (as applicable) has been notified of the decision, automatically apply and will be automatically implemented by the CAC without the requirement of any decision or any further action on the part of the CAC.

For the avoidance of doubt, this shall include any decision that imposes a Provisional Suspension, a suspension or any other sanction issued against the ChPC or Registered Coach.

J. OSIC and/or CSSP Sanction

50. As an Abuse-Free Sport Signatory until March 31, 2025, and a Signatory since April 1, 2025, the CAC will, as applicable, ensure that any sanctions or measures imposed by Abuse-Free Sport's Director of Sanctions and Outcomes (DSO) and/or pursuant to the CSSP Rules will be implemented and respected within the CAC's jurisdiction once the CAC receives appropriate notice of any sanction or measure from Abuse-Free Sport and/or the CCES, as applicable. The CAC will take the same action with respect to any decisions rendered by the OSIC prior to the conclusion of its mandate.

K. Appeals

51. The decision of an Internal Discipline Chair or External Discipline Panel, as applicable, may be appealed in accordance with the Appeal Policy.

L. Confidentiality

52. The disciplinary process is confidential and involves only the CAC, the Parties, the Independent Third Party, the Internal Discipline Chair, the External Discipline Panel (as appropriate), and any independent advisors to the External Discipline Panel.

53. None of the Parties (or their representatives or witnesses) or organizations referred to in Section 51 will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings, unless the CAC is required to notify an organization such as an international federation, Sport Canada or other sport organization (i.e., where a Provisional Suspension or interim measures have been imposed and communication is required to ensure that they may be enforced), or notification is otherwise required by law.

⁷ By way of example, if a ChPC is suspended for a period of six months by a sport organization, that suspension will, for the purposes of the CAC, apply to any benefits that the ChPC may receive from the CAC as a result of their affiliation with the CAC for the duration of the suspension. To be clear, no separate decision is made by the CAC and any claim by a CAC designated ChPC or Registered Coach

in relation to the disciplinary decision made by the DSO under the Abuse-Free Sport Program or under the CSSP Rules, or a sport organization can only be asserted, as applicable, under the procedural rules of the OSIC, CSSP Rules, or the relevant and applicable policies of the sport organization. The CAC's implementation of a DSO decision under the Abuse-Free Sport Program or a decision under the CSSP or a sport organization's disciplinary decision is not appealable separate from any appeal of the underlying decision.

54. Any failure to respect the confidentiality requirement may result in further sanctions or discipline by the Internal Discipline Chair or External Discipline Panel (as applicable).

M. Timelines

55. If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Independent Third Party may direct that these timelines be revised.

N. Final and binding

56. No action or legal proceeding will be commenced against the CAC in respect of a dispute, unless the CAC has refused or failed to provide or abide by the dispute resolution process and/or appeal process as set out in governing documents.

O. Privacy

57. The collection, use and disclosure of any personal information pursuant to this Policy is subject to the CAC's Privacy Policy.

58. The CAC or any of their delegates pursuant to this Policy (i.e., Independent Third Party, Internal Discipline Chair, External Discipline Panel), shall comply with the CAC's Privacy Policy in the performance of their services under this Policy.

P. Definitions

59. Terms in this Policy are defined as follows:

- a. **Canadian Safe Sport Program Rules (CSSP Rules)** – the rules adopted by the CCES that address the process by which Reports of Prohibited Behaviour are administered and enforced by the CCES and, where applicable, the SDRCC.
- b. **Canadian Centre for Ethics in Sport:** – the body mandated to independently administer and enforce the UCCMS and Canadian Anti-Doping Program (CADP).
- c. **Chartered Professional Coach (ChPC)** – a professional designation issued by the CAC that indicates that a coach has satisfied educational, experience and ethics requirements.
- d. **Complainant** – A Participant who makes a report of an incident, or a suspected incident, of alleged Prohibited Behaviour or other misconduct that may be a violation of the standards described in the CAC's policies, by-laws, rules or regulations, or the UCCMS.
- e. **Days** – calendar days.⁸
- f. **External Discipline Panel** – A Panel of one or three people who are appointed by the Independent Third Party to decide on complaints that are assessed under Process #2 of this Policy.
- g. **Event** - An event sanctioned by the CAC, which may include a social Event.
- h. **Harassment** – as defined in the *Code of Conduct*.
- i. **Independent Third Party** – the individual retained by the CAC to receive reports and complaints, and to fulfill the responsibilities outlined in the *Discipline and Complaints Policy*, *Investigations Policy* and *Appeal Policy*, as applicable. This individual must not be in a real or perceived conflict of interest or have a direct relationship with any of the Parties.
- j. **Internal Discipline Chair** – An individual appointed by the CAC to decide on complaints that are assessed under Process #1 of this Policy. The Internal Discipline Chair may be a director, staff member, or other individual affiliated with the CAC but must not be in a conflict of interest or have a direct relationship with any of the Parties.

- k. **Maltreatment** - as defined in the *UCCMS*
- l. **Minor** - as defined in the *UCCMS*
- m. **Parties** – the individuals involved in a dispute
- n. **Participant(s)**– Refers to any CAC employee, board member, contractor, volunteer, administrator, or committee member.
- o. **Person in Authority** – Any Participant who holds a position of authority within the CAC including, but not limited to senior staff, board members, committee members, or directors and officers.
- p. **Power Imbalance** – as defined in the *UCCMS*.
- q. **Provisional Measure** – a temporary protective measure imposed by the CCES pending determination of a Report in accordance with the CSSP
- r. **Provisional Suspension** – means that the Participant is barred temporarily from participating in in any capacity in any Event or activity of the CAC, or as otherwise decided pursuant to the *Discipline and Complaint Policy*, prior to the decision rendered in a hearing conducted pursuant to this Policy.
- s. **Registered Coach** – a coach who has received a license issued by the CAC that indicates that they have satisfied certain ethical requirements, such as reference checks, a police information check, declared ethical conduct.
- t. **Respondent** – The Party responding to the complaint.
- u. **Signatories** – any sport organization that has adopted the CSSP pursuant to an Adoption Contract with the CCES.
- v. **UCCMS - Universal Code of Conduct to Prevent and Address Maltreatment in Sport**, as amended from time to time.
- w. **Vulnerable Participant** – as defined in the *UCCMS*.

⁸ For the purpose of calculating deadlines, the following shall apply: the day of the act is not included in the calculation (i.e., the date of receipt of a decision is not Day 1); instead, the deadline would start on the day following receipt of the decision and would expire at midnight (in the location of the individual seeking to file an appeal) on the last day of the period. If the end date is a Saturday, a Sunday or a legal holiday, the period runs until the next day that is not a Saturday, a Sunday or a legal holiday. For example, if an Individual receives a decision on Thursday December 17, 2020, the 14-day deadline to appeal this decision starts on Friday December 18, 2020 and would expire on Friday January 1, 2021. However, since January 1, 2021 is a legal holiday, January 2, 2021 is a Saturday, and January 3, 2021 is a Sunday, the deadline to appeal would expire at midnight (in the location of the individual seeking to file an appeal) on January 4, 2021.

Effective Date		Approval
April 1, 2024	<ul style="list-style-type: none"> • Updates language and definitions of the UCCMS to reflect Abuse-Free Sport. 	March 27, 2024
January 20, 2023	<p>This policy replaces The Code of Conduct and Ethics with Reporting</p> <ul style="list-style-type: none"> • This policy respects the jurisdiction of the OSIC/SDRCC and NSO/Employer in implementing their Code of Conduct. CAC will now IMPLEMENT decisions made by these organizations. 	December 2, 2022
Review Cycle		
Four years	As required.	

Appendix A – Investigation Procedure

Determination

1. This investigation procedure shall only apply when a complaint is submitted pursuant to the *Policy* and is accepted by the Independent Third Party, and only if the Independent Third Party considers that the incident(s) should be investigated pursuant to Section 2 below.
2. In exceptional circumstances, and only when the Independent Third Party considers that the conditions indicated in this section have been satisfied, the Independent Third Party may determine that a complaint requires further investigation by an independent third-party investigator. The Independent Third Party will direct that an investigation be conducted:
 - Only if the Reported incident falls within Process #2 above;
 - In accordance with and by an independent investigator appointed pursuant to the this investigation procedure;
 - Where the Independent Third Party considers that there is a need for an independent assessment to determine whether an allegation or, where there are several allegations, which allegations, should be heard by a discipline panel pursuant to this Policy because they constitute a likely breach of the *Code of Conduct*, or any other relevant and applicable CAC policy, or whether the allegations frivolous, vexatious or made in bad faith;⁹ and
 - For the purpose of making non-binding recommendations to the Independent Third Party so that they may discharge their responsibilities pursuant to this Policy.

If the Independent Third Party considers that an independent investigation must be conducted for the reasons mentioned above, the investigation shall be conducted before any disciplinary procedures are commenced pursuant to the *Policy*; however, when an investigation is conducted and where it is necessary in the circumstances, a Provisional Suspension or interim measures may be imposed in accordance with the *Policy*.

⁹ Please see footnote 2, modified accordingly for the circumstances of an investigation.

Investigation

3. If the Independent Third Party considers that an investigation is necessary, they will appoint an investigator. The investigator must be an independent third-party with experience in investigating. The investigator must not be in a conflict-of-interest situation and should have no connection to either Party.
4. Federal and/or Provincial/Territorial legislation related to Workplace Harassment may apply to the investigation if Harassment was directed toward an employee in a Workplace. The investigator should review workplace safety legislation, the organization's policies for human resources, and/or consult independent experts to determine whether legislation applies to the complaint.
5. The investigation may take any form as decided by the investigator, guided by any applicable Federal and/or Provincial/Territorial legislation. The investigation may include:
 - a) Interviews with the Complainant
 - b) Witness interviews
 - c) Statement of facts (Complainant's perspective) prepared by the investigator, acknowledged by the Complainant and provided to the Respondent
 - d) Interviews with the Respondent
 - e) Statement of facts (Respondent's perspective) prepared by investigator, acknowledged by the Respondent and provided to the Complainant

Investigator's Report

6. Upon completion of their investigation, the investigator shall prepare a written report that shall include a summary of evidence from the Parties and any witnesses interviewed. The report shall also include a non-binding recommendation from the investigator regarding whether an allegation or, where there are several allegations, which allegations, should be heard by an External Discipline Panel pursuant to the *Discipline and Complaints Policy* because they constitute a likely breach of the Code of Conduct and Ethics, the UCCMS or any other relevant and applicable CAC policy. The investigator may also make non-binding recommendations regarding the appropriate next steps (i.e., mediation, disciplinary procedures, further review or investigation).

7. The investigator's report will be provided to the Independent Third Party who will disclose, at their discretion, all or part of the investigation to the CAC. The Independent Third Party may also disclose the investigator's report – or a redacted version to protect the identity of witnesses – to the Parties, at their discretion, with any necessary redactions. Alternatively, and only if necessary, other relevant Parties may be provided with an executive summary of the investigator's findings by the Independent Third Party.
8. Should the investigator find that there are possible *Criminal Code* offences, the investigator shall advise the Parties, the CAC and the matter shall be referred by the Independent Third Party to the police.
9. The Investigator must also inform the CAC of any findings of criminal activity. The CAC may decide whether to report such findings to police but is required to inform police if there are findings related to the trafficking of prohibited substances or methods (as indicated in the version of the World Anti-Doping Agency's Prohibited List currently in force), any sexual crime involving Minors, fraud against the CAC, or other offences where the lack of reporting would bring the CAC into disrepute.

Reprisal and Retaliation

10. A Participant who submits a complaint to the Independent Third Party or who gives evidence in an investigation may not be subject to reprisal or retaliation from any individual or group. Any such conduct may constitute Prohibited Behaviour be subject to disciplinary proceedings pursuant to the *Discipline and Complaints Policy* or, as applicable, the policies and procedures of Abuse-Free Sport.

False Allegations

11. A Participant who submits allegations that the Investigator determines to be malicious, false, or for the purpose of retribution, retaliation or vengeance may be subject to a complaint under the terms of the *Discipline and Complaints Policy* and may be required to pay for the costs of any investigation that comes to this conclusion. The investigator may recommend to the CAC that the Participant be required to pay for the costs of any investigation that comes to this conclusion. Any Participant who is liable to pay for such costs shall be automatically deemed to be not in good standing

until the costs are paid in full and shall be prohibited from participating in any CAC Events, activities or business. The CAC or the Participant against whom the allegations were submitted, may act as the Complainant with respect to making a complaint pursuant to this Section 8.

Anonymity

12. The Investigator will make reasonable efforts to preserve the anonymity of the CAC, the Respondent, and any other Party. However, the CAC recognizes that maintaining full anonymity during an investigation may not be feasible.

Confidentiality

13. The collection, use and disclosure of any personal information pursuant to this Policy is subject to the CAC's Privacy Policy.
14. The CAC or any of their delegates pursuant to this Policy (i.e., Independent Third Party, Internal Discipline Chair, External Discipline Panel), shall comply with the CAC's Privacy Policy in the performance of their services under this Policy.