

1. POLICY STATEMENT

Pickleball Canada has a discrete and safe procedure by which Complainants can disclose incidents of wrongdoing without fear of unfair treatment or reprisal.

2. CONTEXT/BACKGROUND

Complainants need to know how to make a report of wrong-doing and to have protection from reprisal when making such a report

3. APPLICATION

This policy applies to all individuals participating in Pickleball Canada approved programs, activities and events, including athletes, officials, coaches, Board members, Committee chairs, contractors, staff and volunteers.

Complaints or reports related to anti-doping matters are not considered under this policy. 3 (a) 3

3 (a) Affiliated organizations

Any organization affiliated with Pickleball Canada (PCO) through an executed Memorandum of Understanding is expected to abide by PCO policies, as per Section 6 of the Policy Development Policy.

4. DEFINITIONS

"Complainant": The party reporting the alleged infraction/ issue.

"Respondent": The person or organization that is required to respond to the complaint/report made by the Complainant.

"Compliance Officer": The external entity identified to act as the initial liaison for the Complainant.

5. COMING INTO FORCE

January 01, 2022

6. ROLES/RESPONSIBILITIES

6 (a) Reporting a Complaint

The Complainant must submit their complaint in writing and provide the following information:

- a) A description of the act or actions related to perceived inappropriate, unethical, illegal or fraudulent conduct, including the date and time of the action(s)
- b) Other parties involved in the issue (with contact information, if known)
- c) The Complainant's contact information

The Complainant may use the form provided in Appendix I "Whistleblower Policy Complaint/ Report Form" when submitting the complaint and may chose to keep their identity confidential.

The following Compliance Officer has been appointed to receive reports made under this policy:

Russell Gregory
sportmatters@outlook.com

6 (b) Screening a Complaint

Before any complaint / report proceeds to a formal process it will be screened by the Compliance Officer to ensure it falls within the jurisdiction of Pickleball Canada.

If the complaint / report is accepted by the Compliance Officer and does not involve the Board, the Board will determine if the complaint / report requires specific action, which could include but is not limited to:

- a) an internal investigation by Pickleball Canada
- b) an external investigation by the Compliance Officer
- c) a review by the Board

In the event the complaint is against the Executive Director the report should be sent to the current President of the Pickleball Canada.

Complaints/reports involving members of the Board will be dealt with by the Board with the involved Board members recused from the Board's discussion.

If the complaint/report is to be dealt with by Pickleball Canada, the parties (Complainant and Respondent) will be informed of the process by the Compliance Officer.

If the complaint is to be handled by the Compliance Officer, the Compliance Officer will initiate and oversee the external investigation. All parties will be informed of the process by the Compliance Officer.

6 (c) Resolving a Complaint

The Compliance Officer will report to the Pickleball Canada Board all complaints / reports received and whether the Compliance Officer has accepted or rejected them. The Board will review any accepted complaints/ reports and determine the specific action required as per 6(b) above.

In consultation with the Compliance Officer, the Board may determine that an investigation into the complaint/report is not warranted and the complaint can be heard under Pickleball Canada's Complaints and Discipline Policy. The Compliance Officer will inform the Complainant of this decision.

Should the Complainant wish to remain anonymous, the Compliance Officer will be charged with presenting the complaint /report in a manner that will allow the Board to review it and determine the necessary course of action while respecting the anonymity request. The Board will set a timeline for the review of the complaint / report and for submitting a report back to the Board on the findings of any internal or external investigation

6 (d) Decision

The Board will review the complaint / report and the findings of any investigation and decide in terms of

any sanction or change to policy or procedure borne out by the review or investigation.

In cases where the Compliance Officer investigates and reports on the complaint it is expected that the Compliance Officer will provide the Board suggested options for corrective action.

6 (e) Sanctions

Depending on the findings and decision of the Board, sanctions may be levied that may include but are not limited to:

- Enacting and/or enforcing policies and procedures aimed at eliminating the wrongdoing or further opportunities for wrongdoing
- Revision of job descriptions
- Discipline, suspension, termination, or other action as permitted by Pickleball Canada's Bylaws and policies, relevant Employment Standards Acts and/or the Complainant's Employment Agreement or Contractor Agreement.

Where the findings and decision are related to fraud or unlawful acts, the matter may be turned over to the proper law enforcement authorities.

The decision of the Board will be final and binding upon the parties, subject to the right of any party to seek a review of the decision pursuant to Pickleball Canada's Appeal Policy and the Sport Dispute Resolution Centre of Canada (SDRCC).

6 (f) Appeals

Decisions made under the terms of this Policy may be appealed under the terms of Pickleball Canada's *Appeal Policy* provided that:

- a) If the Complainant who submitted the initial report is appealing the decision, the Complainant understands that his or her identity must be revealed if he or she submits an appeal, and
- b) If the Director or Complainant against whom the initial report was submitted is appealing the decision, the Complainant or Director understands that the identity of the Complainant who submitted the report will not be revealed and that Pickleball Canada will act as the Respondent.

7. IMPLEMENTATION

Pickleball Canada will make available a Compliance Officer who may relay complaints or reports of inappropriate, unethical, illegal or fraudulent conduct. The Compliance Officer shall be a person or organization not involved in the day to day operation of the organization and if a person not a member of the Board.

Pickleball Canada will communicate this policy to all National Team Athletes, National Team Coaches, Pickleball Canada contractors, Board members, volunteers and staff.

8. RESULTS

Pickleball Canada conducts itself within applicable code of conduct policies and applicable laws and observes the highest standards of business and personal ethics in the conduct of its responsibilities.

Individuals participating in Pickleball Canada sanctioned programs, activities and events, can make complaints related to perceived inappropriate, unethical, illegal or fraudulent conduct associated with Pickleball Canada activities without fear of reprisal.

