

Discipline and Complaints Policy

of the Coast Sirens Artistic Swimming Club

Policy Number	DCP-001
Version	1.0
Adopted by	Board Resolution
Adoption date	May 14 th , 2026
Review cycle	Annually
Owner	Board of Directors

1. Purpose and Approach

This Policy governs how the Coast Sirens Artistic Swimming Club (the "Society" or "CSAS") receives and handles complaints about conduct in connection with the Society's programs, meetings, and activities.

Two-track approach

Track 1 — Club-level matters. Complaints about everyday operational conduct (for example, fees, attendance, routine disputes, minor Code of Conduct breaches) are handled by the Society under this Policy with proportionate Club-level outcomes.

Track 2 — Safe Sport matters. Complaints alleging maltreatment, discrimination, harassment, abuse, or other matters falling within the UCCMS or the BCAS Conduct Policy Suite are referred to BCAS, CAS, or the Office of the Sport Integrity Commissioner (OSIC) as applicable, and are handled under their processes by their Case Manager. The Society cooperates fully but does not run the process.

This approach mirrors the model used by other BC artistic swimming clubs operating under the BCAS Conduct Policy Suite.

2. Scope

This Policy applies to complaints about "Participants," being athletes, Parents, coaches, officials, volunteers, Directors, Officers, employees, and contractors of the Society, and to conduct occurring in connection with the Society's programs, meetings, events, or activities, whether in person or online. It does not apply to routine coaching decisions (for example, routine selection, choreography, or competition placement) unless such decisions allegedly breach the Code of Conduct, the Programs Policy, or another Society policy.

3. Definitions

In this Policy, "Complainant" means the person making a complaint; "Respondent" means the person against whom a complaint is made; "Safe Sport Matter" has the meaning given in Section 5; "Club-Level Matter" has the meaning given in Section 6.

4. Reporting a Concern

4.1 Who can report. Any Participant, Parent of a minor athlete, or other individual with direct knowledge of the matter may report a concern.

4.2 How to report. Reports may be made to (a) the Safe Sport Contact designated by the Board, (b) the President, or (c) directly to BCAS under its Conduct Policy Suite.

4.3 Form of report. Reports may be verbal or written. Anonymous reports may be considered, but the ability of the Society or BCAS to investigate may be limited.

4.4 Timing. Reports should be made as soon as possible after the incident. Reports received more than 12 months after the incident may still be addressed where the matter is serious or ongoing.

4.5 Non-retaliation. Retaliation against a Complainant, a witness, or any person cooperating with a complaint is itself a breach of the Code of Conduct and this Policy.

5. Triage — Routing to Track 1 or Track 2

5.1 Triage. On receipt of a report, the Safe Sport Contact (or, if unavailable, the President) conducts an initial triage to determine whether the matter is a Safe Sport Matter (Track 2) or a Club-Level Matter (Track 1).

5.2 Safe Sport Matter. A matter is a Safe Sport Matter if it alleges:

- (a) maltreatment (physical, sexual, psychological), neglect, or grooming as defined by the UCCMS;
- (b) discrimination or harassment on any ground protected by the BC Human Rights Code;
- (c) a breach of the Rule of Two or other Safe Sport standard in a manner that creates a risk to athlete safety;
- (d) criminal conduct in connection with the Society;
- (e) any other matter within the jurisdiction of the BCAS Conduct Policy Suite or OSIC.

5.3 Track 2 referral. A Safe Sport Matter is referred by the Safe Sport Contact to BCAS (or, if the subject is within OSIC's jurisdiction, to OSIC). The Society cooperates with the BCAS or OSIC process, provides information as requested, and implements any decisions. The Society does not conduct a parallel investigation.

5.4 Interim measures. Pending the outcome of a Track 2 process, the Board may impose interim measures (for example, a temporary suspension under Bylaw 2.12, reassignment of coaching duties, or exclusion from a team) where reasonably necessary for participant safety or program integrity. Interim measures must be proportionate, time-limited, and communicated in writing to the affected person.

5.5 Mandatory reporting. Where a child is at risk of harm, the Safe Sport Contact or the recipient of the report must report to the Ministry of Children and Family Development or local police as required by the Child, Family and Community Service Act (BC). Where a crime may have occurred, the matter is reported to police.

6. Track 1 — Club-Level Matters

6.1 Scope. Club-Level Matters include, for example, non-payment of fees, absenteeism, minor Code of Conduct breaches (disruptive conduct in practice, minor disrespect), Parent disputes with coaches or other Parents, and similar operational issues.

6.2 Informal resolution. The Safe Sport Contact or President will first attempt to resolve the matter informally, through direct communication with the Complainant and the Respondent, where appropriate. Many matters can be resolved at this stage.

6.3 Formal process. If informal resolution is not appropriate or successful, the matter proceeds to a formal process under this Section.

6.4 Formal Track 1 process

- (a) Notice to Respondent: The President (or, if the President is conflicted or is the Respondent, the Vice-President) gives the Respondent written notice of the complaint, summarizing the facts alleged and the provisions said to be breached, and gives the Respondent an opportunity to respond.
- (b) Response: The Respondent has at least 10 business days to respond in writing, with the right to provide documents and names of witnesses.
- (c) Review: The President reviews the complaint and the response. The President may meet with either Party, gather additional information, and consult with another Director who is not conflicted.
- (d) Decision: The President issues a written decision within 20 business days of receiving the Respondent's response. The decision sets out the facts found, the provisions breached (if any), and any sanction.
- (e) Sanctions: Proportionate sanctions for Club-Level Matters may include (i) a written warning, (ii) required training or education, (iii) a written apology, (iv) suspension from Society activities for a defined period, (v) loss of a Society role (for example, team captaincy), and (vi) for Members, discipline or expulsion under Bylaw 2.13. Combined sanctions are permitted.
- (f) Appeal: The decision may be appealed under the Appeals Policy (APP-001).

7. Procedural Fairness

In every Track 1 matter, the Society will:

- Provide the Respondent with the substance of the allegations and an opportunity to respond before a decision is made;
- Apply a decision-maker who is free from actual and reasonably perceived bias or conflict of interest;
- Make the decision on a preponderance of the evidence (balance of probabilities);

- Provide the decision in writing with brief reasons;
- Inform the Respondent of the right to appeal and the deadline.

8. Confidentiality

All information obtained in a Track 1 or Track 2 process is confidential to the persons involved in the process and their advisors. Information may be shared (a) to the extent necessary for the process, (b) as required by law, (c) with BCAS or OSIC on referral, (d) with an insurer, or (e) with the Board on a minimum-necessary basis. Participants in the process are required to maintain confidentiality.

9. Records

Written complaints, responses, decisions, and the outcome of any appeal are retained in accordance with the Privacy Policy retention schedule (Section 7.3(d)) and may be shared with BCAS or CAS as required by Society affiliation.

10. Relationship to Criminal and Civil Processes

This Policy is an internal disciplinary process. It does not replace or delay criminal, civil, human rights, employment, or regulatory processes. A matter may proceed under this Policy in parallel with any external process, though the Society may defer Track 1 steps where an external process is active and deferral is appropriate.

11. Review

This Policy is reviewed annually by the Board and immediately on material change to the BCAS Conduct Policy Suite, the CAS Code of Conduct and Ethics, or the UCCMS.