ETHICS COMPLAINT PROCESS

Ethics complaints can be submitted to the Club from several different avenues. They are usually either submitted directly to the Director General or the Sporting Director but can also come in through the Governing Board, the Administrative Coordinator or the Club's Complaint/Feedback Form. In all cases, the complaint is referred to the Director General for management.

For any complaint received involving potential Abuse, Harassment, Negligence or Violence, the claimant is also referred to PILS (Protecteur de l'intégrité en loisir et en sport) and the "Je Dénonce" process. For any complaint concerning on or off field discipline issues, the SPC Discipline Process is followed, and the complaint is sent to the SPC Discipline Committee.

For any complaint deemed as an Ethical case (as opposed to Discipline) it will be managed as follows:

1. The Director General will present the complaint to the Executive Committee. Depending on the severity of the complaint, this is either done at their next meeting (the EC meets every two weeks) or via email if it is deemed time sensitive.
2. The Executive Committee will endeavor to assemble an ad hoc Ethics Committee. When possible, the ad hoc Ethics committee will be made up of 3 people. The ad hoc Ethics Committee can be made up of members of the Executive Committee, the Governing Board, the Discipline Committee or other Club staff.
3. Once the ad hoc Ethics Committee is formed, the Director General, on behalf of the Executive Committee, will advise the accused of the complaint and explain the process and next steps.
4. The newly formed ad hoc Ethics Committee will review all the information already provided to the Club and then schedule a meeting with the accused as well as any meetings deemed necessary with any other relevant witnesses or individuals.
5. Following their investigation, the ad hoc Ethics Committee will come back to the Executive Committee with the details of their investigation, findings as well as their recommendations. Depending on the nature and severity of the complaint, and if it is deemed well-founded by the ad hoc Ethics Committee, the recommended actions can be anywhere from an official Club warning letter to expulsion from the Club.
6. The Executive Committee will review, discuss and agree on the actions to be taken based on the ad hoc Ethics Committee's recommendations. The Executive Committee will then communicate their decision by email to both the claimant and the accused.
7. The Executive Committee's decision is final, and without right to appeal.