



CANADIAN SWIMMING COACHES ASSOCIATION DISCIPLINE AND COMPLAINTS POLICY

Definitions

1. The following terms have these meanings in this Policy:
 - a. “Club” – A Swim Club registered with a PSO
 - b. “Complainant” – The party alleging an infraction.
 - c. “CSCA” – Canadian Swimming Coaches Association.
 - d. “CCES” – *Canadian Centre for Ethics in Sport*
 - e. “CSSP” – *Canadian Safe Sport Program*
 - f. “Days” – Days including weekends and holidays.
 - g. “Governing Documents” – CSCA Bylaws, Code of Professional Conduct, Policies, Procedures, Rules and Regulations.
 - h. “Member” - All categories of membership defined in the CSCA Bylaws.
 - i. “PSO” - Provincial Sport Organization
 - j. “Registrant” – Includes any individual affiliated with CSCA including Directors, volunteers, course instructors, staff, and members of CSCA committees. Registrants may also be – but are not necessarily – Members.
 - k. “Respondent” – The alleged infracting party.
 - l. “SNC” - Swimming Canada

Purpose and Application

2. Members and Registrants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the CSCA Governing Documents.
3. A complaint about Member or Registrants conduct may be submitted to the CSCA to be addressed under this Policy. At the discretion of the CSCA, the CSCA may determine jurisdiction to such complaints to the applicable Club, PSO, SNC, CCES or to the CSSP. This decision is not appealable.
4. An employee of the CSCA who is a Respondent will also be subject to appropriate disciplinary action determined by the CSCA Board of Directors. Violations may result in a warning, reprimand, restrictions, suspension or other disciplinary actions up to and including termination of employment.

Reporting a Complaint

5. Any Complainant may report to the CSCA’s Executive Director any alleged violation of the Code of Professional Conduct by a Member or a Registrant. A complaint must be signed and in writing. Anonymous complaints are discouraged but may be accepted at the sole discretion of the CSCA. If the Executive Director is the Respondent, in a conflict of interest, or the Complainant prefers an alternate contact, the complaint should be sent to the CSCA President at president@cscs.org.
6. At the CSCA’s discretion, the CSCA may act as the complainant and initiate the complaint process under the terms of this Policy. In such cases, the CSCA will identify an individual to represent the CSCA.

Suspension Pending a Hearing

7. The CSCA Executive Director, or designate, or Case Manager may determine that an alleged incident is of such seriousness as to warrant suspension of the Member or Registrant pending completion of the criminal process, pending completion of the third-party process, pending completion of a hearing,

or pending a decision of the Panel. The Executive Director, designate or Case Manager may consult with third parties including lawyers, police, risk management consultants, volunteer screening specialists or any other person or organization in making this determination.

Case Manager

8. Upon the receipt of a complaint, the CSCA Executive Director, or designate, will appoint a Case Manager (the Executive Director, or designate, may appoint themselves Case Manager) to oversee the management and administration of complaints submitted in accordance with this Policy and such appointment is not appealable.
9. The Case Manager is not required to be a member of the CSCA. The Case Manager has a responsibility to:
 - a. Determine if the complaint falls within the jurisdiction of this Policy, a Club, PSO, SNC, CCES, CSSP, or other applicable organizations and if so whether such internal procedures have been exhausted;
 - b. Determine whether the complaint is frivolous and within the jurisdiction of this Policy;
 - c. Determine if the complaint should be investigated in accordance with Appendix "A";
 - d. Determine if submissions may be more than ten (10) pages;
 - e. Appoint the Discipline Panel, if necessary;
 - f. Coordinate all administrative aspects and set timelines; and
 - g. Provide administrative assistance and logistical support to the Discipline Panel as required.

Procedures

10. If the Case Manager determines that:
 - a. The complaint is within the jurisdiction of a Club, PSO, SNC, CSSP or other applicable organizations the complaint will be referred to the applicable entity.
 - b. The complaint is frivolous in nature or outside the jurisdiction of this Policy; the complaint will be dismissed immediately.
 - c. An investigation is required, the Case Manager will notify the Parties the complaint is being investigated and the applicable next steps.
 - d. The complaint is not frivolous in nature and within the jurisdiction of this Policy, the Case Manager will notify the Parties the complaint is accepted and the applicable next steps.
11. The Case Manager's decisions may not be appealed under the CSCA Appeal Policy.
12. After notifying the Parties the complaint has been accepted, the Case Manager may propose the CSCA's *Dispute Resolution Policy* with the objective of resolving the dispute. If the dispute is not referred to the CSCA's *Dispute Resolution Policy*, the dispute is not resolved through the CSCA's *Dispute Resolution Policy* or the parties refuse the CSCA's *Dispute Resolution Policy*, the Case Manager will appoint a Discipline Panel, which shall consist of a single Adjudicator, to hear the complaint. At the discretion of the Case Manager, a Panel of three persons may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Panel's members to serve as the Chair.
13. The Case Manager, in cooperation with the 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 involve:
 - a. direct communications with the Parties,
 - b. an oral in-person hearing,
 - c. an oral hearing by telephone or other telecommunications platform,
 - d. a hearing based on a review of documentary evidence submitted in advance of the hearing,

e. or a combination of these methods.

14. The hearing will be governed by the procedures that the Case Manager and/or the Discipline Panel deem appropriate in the circumstances, provided that:

- a) The Respondent will be provided an opportunity to submit a written response no more than ten (10) pages, unless determined otherwise by the Case Manager or Panel.
- b) The Parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing, an oral hearing by telephone or other telecommunications.
- c) Copies of any written documents which the parties wish to have the Panel consider will be provided to all Parties in advance of the hearing and/or decision rendered in accordance with the timelines approved by the Case Manager or Panel
- d) The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense.
- e) The Discipline Panel may request that any other individual participate and give evidence at the hearing.
- f) The Discipline Panel may allow as evidence at the hearing any oral evidence, document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious and shall place such weight on the evidence as it deems appropriate.
- g) Where a Panel of three persons has been appointed the decision will be by a majority vote of the Discipline Panel

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

16. If a Party chooses not to participate in the hearing, the hearing will proceed in any event.

17. 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 in question and will be bound by the decision.

18. In fulfilling their duties, the Case Manager and/or the Discipline Panel may obtain independent advice.

Decision

19. After hearing and/or reviewing the matter, the Discipline Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) days of the hearing's conclusion, the Discipline Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and the CSCA Executive Director, and members of CSCA Board of Directors as necessary. In extraordinary circumstances, the Discipline Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the fourteen (14) day period.

20. Decisions will be considered a matter of public record unless decided otherwise by the Panel.

21. While Decisions are considered a matter of public record they will not be publicly available unless directed by the Discipline Panel.

Sanctions

22. The Panel may apply the following disciplinary sanctions, singularly or in combination:

- a. A letter of reminder of the expected ethical conduct of the Respondent
- b. Verbal or written reprimand

- c. Verbal or written apology
- d. A letter of reprimand to the Respondent, with copies to the employer of the Respondent, as applicable.
- e. A letter of reprimand, with additional copies to the PSO (as applicable), SNC (as applicable), or other bodies that govern swimming or coaching (as applicable).
- f. Permanent letter in the file of the Respondent,
- g. Service or other voluntary contribution to the CSCA or other third party
- h. Payment of a fine
- i. Removal of certain privileges
- j. Indefinite suspension of CSCA membership, to be reviewed at a future time.
- k. Temporary suspension of CSCA membership for a defined period of time.
- l. Payment of the cost of repairs for property damage
- m. Expulsion from the CSCA
- n. Any other sanction considered appropriate for the offense.

23. Unless the Discipline Panel decides otherwise, any disciplinary sanctions will begin immediately. Failure to comply with a sanction as determined by the Discipline Panel will result in automatic suspension until such time as compliance occurs.

24. Infractions that result in discipline will be recorded and records will be maintained by the CSCA.

Criminal Convictions

25. The CSCA Executive Director, or designate, or Case Manager may determine that a conviction for any of the following Criminal Code offences may result in expulsion from the CSCA. Criminal Code offences may include, but are not limited to:

- a) Any child pornography offences
- b) Any sexual offences
- c) Any offence of physical or psychological violence
- d) Any offence of assault
- e) Any offence involving possession or trafficking of illegal drugs
- f) Any other offence that is deemed serious in nature

Reciprocal Recognition of Suspensions and Discipline

26. The CSCA will recognize and enforce any sanctions implemented by any Club, PSO, SNC, CCES, CSSP or other applicable organizations (as determined by the CSCA).

Timelines

27. 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 Case Manager or Discipline Panel may direct that these timelines be revised.

Reprisal and Retaliation.

28. A Member or Registrant who submits a complaint to the CSCA or who gives evidence in an disciplinary hearing process may not be subject to reprisal or retaliation from any individual or group. Any such conduct may constitute maltreatment and will be subject to disciplinary proceedings pursuant to the Discipline and Complaints Policy.

False Allegations

29. A Member or Registrant who submits allegations that the Discipline Panel 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 CSCA, or the Member or Registrant, against whom the allegations were submitted, may act as the Complainant.

Confidentiality

30. The discipline and complaints process is confidential and will involve only the CSCA, the Parties, the Case Manager, the Discipline Panel, any independent advisors to the Panel and may also involve SNC, PSO(s), the CSSP and relevant club. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

Records and Distribution of Decisions

31. While confidentiality, per the above section, will be maintained any decision rendered under this policy will be disclosed to any third party deemed appropriate by the CSCA.

Appeals

32. Decisions imposed under this Policy may be appealed in accordance with the CSCA's Appeal Policy except where otherwise described as un-appealable herein.

Approval

33. This Code was approved by the Board of Directors of CSCA on August 20, 2025.

Appendix A – Investigation Procedure

Determination

1. When a complaint is submitted pursuant to the Policy and is accepted by the Case Manager, the Case Manager will determine if the incident(s) should be investigated.

Investigation

2. If the Case Manager considers that an investigation is necessary, they will appoint an investigator. The investigator must be independent of the Case Manager and CSCA, with experience in investigating. The investigator must not be in a conflict-of-interest situation and should also have no connection to either Party.
3. The investigation may take any form as decided by the investigator, guided by any applicable 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; and
 - e) statement of facts (Respondent's perspective) prepared by investigator, acknowledged by the Respondent, and provided to the Complainant.
4. The investigation shall be conducted using trauma-informed best practices to ensure a fair, respectful and minimally harmful process.

Investigator's Report

5. 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, are likely breach of applicable CSCA policy. The investigator may also make non-binding recommendations regarding the appropriate next steps (i.e., mediation, disciplinary procedures, further review, or investigation).
6. The Investigator's Report will be provided to the Case Manager who will disclose it, at their discretion. The Case manager may also disclose the Investigator's Report to the Parties, subject to necessary redactions to protect witness confidentiality, privacy or sensitive information, at their discretion. Alternatively, and only, if necessary, other relevant third parties may be provided with an executive summary of the investigator's findings by the Case Manager.
7. The CSCA 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, any crime involving acts against a minor, fraud, or other offences where the lack of reporting would bring CSCA into disrepute. The safety risks and well-being of survivors of abuse or trauma should be considered before police involvement where feasible, and limit internal disclosure.

False Allegations

8. An Organizational 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 *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 CSCA that the complainant be required to pay for the costs of any investigation that comes to this conclusion. Any complainant 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 suspended from membership and prohibited from participating in any CSCA Events, activities, or business. CSCA or the person against whom the allegations were submitted, may act as the Complainant with respect to making a complaint pursuant to this section.

Confidentiality

9. The investigator will make reasonable efforts to preserve the anonymity of the Complainant, witness or participant where appropriate and necessary. However, CSCA and its Members recognize that maintaining full anonymity during an investigation may not be feasible. The investigator must inform any witness or participant in the investigation of this limitation.