



Discipline and Complaints Policy Flowchart

Complaint files written complaint with Association

Association will conduct initial review of complaint to determine jurisdiction, validity and required next steps

Screening of Complaint

The Discipline Chair will determine if:

- The complaint is within the correct jurisdiction
- The complaint is outside the jurisdiction of the Discipline and Complaints Policy or frivolous
- The complaint is not substantiated and there is no sanction
- The complaint is substantiated and determine one or more appropriate outcomes or sanctions
- Notify the Complainant and Respondent in writing of the outcome

Case Dismissed

The Complaint is dismissed if:

- The complaint is frivolous; or
- The complaint does not fall within the jurisdiction of the Association; or
- The complaint was submitted after the required deadline without extension or approval.

Request for Reconsideration

- The Complainant or the Respondent may contest the decision of the Discipline Chair by submitting a Request for Reconsideration.
- Upon receipt of a Request for Reconsideration, the Discipline Chair will appoint a Case Manager who will:
 - Propose the use of the Dispute Resolution Policy
 - Coordinate all administrative aspects and timelines

Dispute Resolution Policy

- Opportunities for dispute resolution may be pursued at any point in a dispute (except prior to any decision of an Adjudicator/ Panel), upon the consent of the parties.
- The Case Manager will appoint a mediator or facilitator.
- The mediator/facilitator will decide the format for mediation and/or facilitation.
- Should a negotiated decision be reached, the decision shall be reported to and approved by the organization with jurisdiction of the dispute. either Special Olympics Canada or the applicable Chapter.
- Should a negotiated decision not be reached by the deadline specified by the mediator or facilitator at the start of the process, or if the parties to the dispute do not agree to Alternate Dispute Resolution, the dispute shall be considered under the appropriate section of the Special Olympics Canada's Discipline and Complaints Policy.

Formal Hearing Procedure

(Alternate Dispute Resolution Unsuccessful or Denied)

The Case Manager:

- Appoint a Discipline Panel
- Will, in cooperation with the Panel, decide the format of the hearing
- Provide notice of the hearing
- Ensure all evidence and submissions are disclosed to all parties and the Panel
- Set all timelines

The Panel:

- May request other individuals participate in the hearing
- Will determine what is or is not evidence
- will render a written decision within 14 days of the completion of the hearing
- Distribute the decision to the Case Manager who will distribute the decision as necessary

Decisions may be appealed in accordance with the Associations Appeal Policy

This flowchart is a quick guide only. Please see the full version of the Discipline and Complaints Policy for complete details.