



MUNICIPALITY OF MISSISSIPPI MILLS PICKLEBALL - COMPLAINTS AND DISCIPLINE PROCEDURE

1. STATEMENT

The Municipality of Mississippi Mills is committed to providing an environment in which everyone involved in the pickleball programs is treated with respect. When an individual's conduct demonstrates a lack of respect or otherwise is an infraction which will be dealt with by the Recreation Manager for the Municipality or his/her designate.

2. CONTEXT/BACKGROUND

Conduct in contravention of the values of the municipality of Mississippi Mills code of conduct policy or other policies may be subject to sanctions and discipline pursuant to this policy.

3. APPLICATION

This policy applies to all individuals participating in Mississippi Mills pickleball programs, activities and events.

4. COMING INTO FORCE May 28, 2025

5. ROLES/RESPONSIBILITIES

Reporting a Complaint

Anyone may make a complaint to the Recreation Manager or his/her designate. A complaint must be in writing and signed. A complaint must be filed within fourteen (14) days of the alleged incident. A complainant wishing to file a complaint outside the fourteen (14) day period must provide a written statement providing reasons for an exemption to the time limitation. The decision to accept the complaint outside of the fourteen day period is at the sole discretion of the Recreation Manager or his/her designate.

Minor Infractions

Minor infractions are single incidents of failing to achieve expected standards of conduct that generally do not result in physical harm to others. Examples of minor infractions can include, but are not limited to, a single incident of:

- a) Disrespectful, offensive, abusive, racist, or sexist comments or behaviour;
- b) Disrespectful conduct such as outbursts of anger;
- c) Conduct contrary to the values of the Municipality of Mississippi Mills;
- d) Minor violations of Mississippi Mills pickleball code of conduct.

Major Infractions

Major infractions are instances of failing to achieve the expected standards of conduct that result or have the potential to result in harm to other persons or to the municipality of Mississippi Mills.

Examples of major infractions include, but are not limited to:

- Repeated minor infractions while participating in Mississippi Mills programs, activities or events;
- Incidents of physical abuse;
- Incidents of harassment, sexual harassment, or sexual misconduct;
- Activities that endanger the safety of others;
- Abusive use of alcohol or use or possession of illicit drugs;
- Intentionally damaging municipality of Mississippi Mills property;

Initial Review of Complaint

Upon receipt of a complaint, the Recreation Manager or his/her designate will:

- Determine if the complaint is frivolous or vexatious or outside the jurisdiction of this policy, in which case the complaint will be dismissed immediately, and if it is not, decide if the alleged infraction is a minor or major infraction.

Responding to a minor infraction

The person who is subject of the complaint will be:

- informed of the nature of the alleged infraction, and
- given the opportunity to provide information about the circumstances regarding the infraction.

After the Recreation Manager or other appropriate person has reviewed the alleged incident with the individual involved, the Recreation Manager or his/her designate may determine that no further action is required, or may apply a penalty, either singularly or in combination, including the following:

- a verbal or written reprimand;
- a verbal or written apology from one party to another; or
- any other penalty considered appropriate to the circumstances, which could include a one week suspension.

Informing police of criminal activity



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If, at any point during an investigation, it comes to the attention of the Recreation Manager that a criminal act may have occurred involving a party to the complaint, the Recreation Manager will notify the police of the alleged criminal act. The person under criminal investigation will be suspended from the program until the completion of the criminal investigation.

Responding to a major infraction

When it is determined the alleged incident is a major infraction, the Recreation Manager will:

- as soon as possible, notify the parties involved in the complaint, advising them the complaint is potentially legitimate and will be responded to as a major infraction;
- ensure the individual alleged to have committed the infraction is provided with written details of the alleged infraction;
- give the person who is subject to the complaint an opportunity to provide information about the circumstances regarding the infraction;
- ensure both parties of the complaint are provided with a copy of this policy.

A major infraction will result in expulsion from the Municipality of Mississippi Mills pickleball program, activities and events. Future admission into the pickleball program or other municipal programs will be reviewed at the time of request.

6. IMPLEMENTATION

The Municipality of Mississippi Mills is responsible for communicating this policy to its members and others involved in the pickleball programs, activities and events.

Anyone participating in a Municipality of Mississippi Mills pickleball program, activity or event agrees to abide by this complaint and discipline resolution procedure regardless of a written consent or acknowledgment of the complaint and discipline resolution procedure.

A copy of the complaint and discipline procedure or summarized version will be posted at 160 Bridge Street, Almonte, ON and for play that occurs outside of that location, the procedure can be found on the Mississippi Mills website.

7. RESULTS

Individuals involved in Mississippi Mills pickleball programs, activities and events are treated with respect and know how to lodge a complaint where they have felt Mississippi Mills pickleball code of conduct or the values of the municipality of Mississippi Mills are not being upheld.