



GRIEVANCE PROCEDURE

The Executive Committee (Executive) of C-MAX Roller Derby League (C-MAX RDL) will appoint a Conflict Resolution Committee (CRC) that will hear and resolve issues as and when they arise, to the best of their ability and with the cooperation of the Members. CRC Members are to remain objective and impartial, and issues brought to the CRC will be handled with the utmost confidentiality.

The physical and emotional safety and well-being of Members, both on and off the track, is vitally important to C-MAX RDL, the Executive, its Members, and the sport of Roller Derby in general. If at any time a Member becomes aware of an action or incident that jeopardises C-MAX RDL or its reputation, that violates any of the Women's Flat Track Derby Association (WFTDA) Rules, the C-MAX RDL Constitution and its Bylaws, or Code of Conduct, or that harms a Member in any way, the Member is entitled to invoke C-MAX RDL's Grievance Procedure. This procedure is designed to provide a formal structure for the voicing and hearing of complaints.

THE GRIEVANCE PROCESS

The grievance process consists of the following steps, to be followed in the order listed, when applicable:

1. The Member/s (Complainant/s) shall first attempt to privately address the issue with the person/s (Defendant/s) at whom the grievance is directed.
2. If the issue is not resolved, the Complainant/s may then approach their Team Captain or a Member of the Executive and request for an informal mediation of the complaint. The Team Captain or Executive will work with all disputing parties to resolve the grievance in a private hearing.
3. If the dispute remains unresolved through informal mediation, the Executive will appoint a Conflict Resolution Committee (CRC), and the Complainant/s shall submit a formal written grievance (see Grievance Form below) to the CRC.
4. The written grievance letter should state the specific grievance, as well as any evidence backing the grievance, and/or witness/es.
5. Anonymous grievances may be filed when the following requirements are met:
 - 5.1. All grievances and exhibits must be accompanied by the name of the Complainant or whomever composed the submitted material.



- 5.2. Anonymous grievances may be filed upon request of the Complainant, however, a name must be attached for tracking and interviewing purposes by the CRC only.
- 5.3. The CRC also has the authority to conceal the identity of a Complainant when deemed appropriate.
6. The CRC will provide all the disputing parties with a copy of the written grievance.
7. The Defendant/s may, but is/are not required to, explain in writing their position regarding the allegations and offer an acceptance of or rebuttal to the allegations. A written response should be delivered to the CRC before the next C-MAX RDL event or practice.
8. The CRC will determine the next reasonable course of action by taking into account the nature of the grievance, the severity of the issue and, if applicable, the number of grievances the Defendant/s has/have against them.
9. Consequences may include, but are not limited to, the following:
 - 9.1. Interviewing involved parties for further information;
 - 9.2. Conducting a hearing or mediation to attempt to resolve the dispute;
 - 9.3. Written or verbal acknowledgments/affirmations of the C-MAX RDL Constitution and its Bylaws/Code of Conduct;
 - 9.4. Disciplinary sanctions such as suspension from C-MAX RDL training sessions and/or events for an appropriate period of time;
 - 9.5. Removal from positions of authority and/or responsibility including, but not limited to, Team Captain, Vice Captain, Member of Executive;
 - 9.6. Expulsion from C-MAX RDL.
10. In the event of suspension or expulsion from C-MAX RDL, the disciplined Member/s shall be liable for any and all fees due up to and including the month of suspension or expulsion, but shall forfeit any and all fees paid thus far without recourse of a refund.
11. The Executive or the CRC may also, at their discretion, address any infraction/s that they have observed/found to be in violation of the C-MAX RDL Constitution and its Bylaws, or the Code of Conduct without a formal grievance being filed by a Member.
12. The decision of the CRC will be binding for all parties involved. This includes the opinion on what is and what is not to be considered a legitimate grievance issue.



DISCIPLINE POLICY

Any Member found violating the Constitution and its Bylaws or the Code of Conduct shall be referred to the CRC for deliberation and resolution. Violations are classified in three categories:

1. **MINOR VIOLATIONS** which include, but are not limited to:

- ♦ Email/social media violations - posting inappropriate messages, etc.
- ♦ Unsportsmanlike behaviour – displayed at practices, bouts, events, etc.
- ♦ Participating in negative gossip
- ♦ Negative representation of C-MAX RDL

1.1. **First Minor Violation – Verbal Warning** If a first minor violation is confirmed, the CRC shall serve the offending Member with a verbal warning. Notice of the verbal warning shall be signed by both the offending Member and the Chairperson of the CRC, which will be kept in the Member's file, and will stay on record for a period of three (3) months, on condition no further violations are recorded.

1.2. **Second Minor Violation – Written Warning** If a second minor violation is confirmed, the CRC shall serve the offending Member with a written warning which shall be signed by both the offending Member and the Chairperson of the CRC. This written warning will be kept in the Member's file, and will stay on record for a period of five (5) months, on condition no further violations are recorded.

1.3. **Third Minor Violation – Written Warning and Suspension** If a third minor violation is confirmed, the CRC shall serve the offending Member with a written warning and a suspension from all C-MAX RDL and related activities for two (2) weeks, which shall be signed by both the offending Member and the Chairperson of the CRC. This written warning and suspension will be kept in the Member's file for a period of twelve (12) months, on condition no further violations are recorded.

1.4. **Subsequent Minor Violations – Written Warning and Suspension** If any subsequent minor violations are confirmed, these will be treated in the same manner as a Third Minor Violation, for up to a total of six (6) minor violations in a period of twelve (12) months.

1.5. **Seventh Minor Violation – Expulsion** With the seventh confirmed minor violation, the CRC shall serve the offending Member with a written notice of expulsion.



2. MAJOR VIOLATIONS include, but are not limited to:

- ♦ Any intentional aggressive and/or threatening comments or behaviour (including email/social media comments).
- ♦ Any reactive aggressive and/or threatening comments or behaviour.

2.1. **First Major Violation – Suspension** If a first major violation is confirmed, the CRC shall serve the offending Member with a written warning and a suspension from all C-MAX RDL and related activities for two weeks and/or one (1) bout, which shall be signed by both the offending Member and the Chairperson of the CRC. This written warning and suspension will be kept in the Member's file for a period of twelve (12) months, on condition no further violations are recorded. Depending on the circumstances and at the discretion of the CRC, a suspended suspension may be imposed on the offending Member for a period of twelve (12) months.

2.2. **Second Major Violation – Suspension** If a second major violation is confirmed, the CRC shall serve the offending Member with a written warning and a suspension from all C-MAX RDL and related activities for two months and/or two (2) bouts, which shall be signed by both the offending Member and the Chairperson of the CRC. This written warning and suspension will be kept in the Member's file permanently.

2.3. **Third Major Violation – Expulsion** If a third major violation is confirmed, the CRC shall serve the offending Member with a written notice of expulsion from C-MAX RDL and all C-MAX RDL and related activities, which shall be signed by both the offending Member and the Chairperson of the CRC. This written notice of expulsion will be kept in the Member's file permanently.

3. GROUNDS FOR IMMEDIATE EXPULSION include, but are not limited to:

- ♦ Any Member facing criminal charges related to violent crimes will be grounds for immediate suspension, with reinstatement or revocation of skater membership pending acquittal or conviction of crime.
- ♦ Any Member threatening or committing instances of intentional physical violence against other skaters, Coaches/Trainers, Officials, the Executive or spectators.
- ♦ Any Member who discloses confidential C-MAX RDL information to outside sources.
- ♦ Any Member caught embezzling C-MAX RDL funds.



- ♦ Any Member representing C-MAX RDL skating while under the influence of alcohol, narcotics, or any illegal substances, or legal substances which are not prescribed to the skater.
- ♦ Any Member committing sexual harassment as defined by the South African Labour Law, and provided by the Commission for Conciliation Mediation and Arbitration (CCMA):

“3. Definition of sexual harassment

(1) Sexual harassment is unwanted conduct of a sexual nature. The unwanted nature of sexual harassment distinguishes it from behaviour that is welcome and mutual. (2) Sexual attention becomes sexual harassment if: (a) The behaviour is persisted in, although a single incident of harassment can constitute sexual harassment; and/or (b) The recipient has made it clear that the behaviour is considered offensive; and/or (c) The perpetrator should have known that the behaviour is regarded as unacceptable.”

- 3.1. If the vote is in favour of expulsion, the Member shall be asked to relinquish any title or position held within C-MAX RDL and shall not be allowed to attend any further C-MAX RDL training sessions, bouts, meetings, events, etc.
- 3.2. An expelled Member shall return all C-MAX RDL property or face criminal charges.
- 3.3. An expelled Member shall be liable for any and all fees due up to and including the month of expulsion, but shall forfeit any and all fees paid thus far without recourse of a refund.
- 3.4. C-MAX RDL will not, under any circumstances, provide a testimonial or recommendation for an expelled Member.



C-MAX ROLLER DERBY LEAGUE MEMBER'S GRIEVANCE FORM

DATE OF SUBMISSION:	
MEMBER'S NAME:	
DERBY NAME:	
TEAM'S NAME:	
COMPLAINT AGAINST WHOM:	
DESCRIPTION OF VIOLATION:	
EVIDENCE:	
WITNESS/ES	

CONFLICT RESOLUTION COMMITTEE DELIBERATIONS

DATE OF DELIBERATION:										
WITNESS/ES CALLED:										
CATEGORY OF VIOLATION:	MINOR					MAJOR			EXPULSION	
NUMBER OF VIOLATION:	1	2	3	4	5	6	1	2	3	
DISCIPLINARY ACTION TAKEN:										