

FIELD HOCKEY ONTARIO (“FHO”)

POLICY MANUAL

Approved by the Board of Directors:

Effective: February 27, 2008

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FIELD HOCKEY ONTARIO POLICY MANUAL

Preamble

1. Field Hockey Ontario (FHO) is committed to providing a sport environment which is consistent with our core values and ideals which are integrity, respect, excellence and transparency.
2. These values and ideals guide all our communications and actions such that all conduct is in the best interest of all who participate in the sport of field hockey.
3. Membership in FHO brings with it many benefits and privileges. At the same time, members are expected to fulfill certain responsibilities and obligations, including, but not limited to, compliance with the policies, rules and regulations of FHO.

Purpose

4. The purpose of this manual is to establish and set out policies and principles applicable to all FHO members and Delegates. Specifically in relation to the following policies:
 - a) Code of Conduct and Ethics
 - b) Complaints and Discipline Policy
 - c) Appeals Policy
 - d) Dispute Resolution Policy

Definitions

5. The following terms have these meanings in these Policies:
 - a) “*Athlete*” – A member who participates as a player.
 - b) “*Coach*” – A member who is involved in coaching
 - c) “*Days*” – Calendar days.
 - d) “*Sanction*” - Penalties imposed by FHO.
 - e) “*FHO Delegate*” – A person assigned by FHO to a FHO volunteer, staff, or contract position, and of the age of majority.
 - f) “*FHO Event*” – Any FHO practice, game, festival, clinic, tournament, meeting or accredited event of FHO.
 - g) “*Manager*” – A member who is involved in managing FHO teams.
 - h) “*Member in good standing*” – Any member who has paid all debts and fees in full who is not under suspension or probation.
 - i) “*Umpire*” – A person who is qualified and accredited by FHO to officiate field hockey in Ontario.

CODE OF CONDUCT AND ETHICS

Code of Conduct and Ethics

1. FHO is committed to providing an environment in which all individuals within FHO are treated with respect. Further, FHO supports equal opportunity and prohibits discriminatory practices. FHO Members, parents/guardians/supporters of FHO Members, and spectators at FHO's events are expected to conduct themselves at all times in a manner consistent with the values of FHO.
2. Conduct that violates this Code of Conduct may be subject to sanctions pursuant to FHO's policies related to discipline and complaints.

Purpose

3. The purpose of this Code of Conduct is to ensure a safe and positive environment at FHO Events, by making all individuals aware that there is an expectation of appropriate behavior, consistent with the values of FHO, at all times.

Application of this Policy

4. This policy applies to all FHO Members, parents/guardians/supporters of FHO Members and spectators of FHO Events relating to conduct that may arise during the course of FHO's business, activities and events, including but not limited to, office environment, communications (including electronic), competitions, practices, training camps, travel associated with activities, and any meetings of staff, committees or the Board of Directors.
5. This policy applies to conduct of FHO Members that may occur outside of FHO's business and events when such conduct adversely affects relationships with outside agencies and organizations.

Expected and Accepted Behavior

6. FHO Members, parents/guardians/supporters of FHO Members and spectators of FHO Events have a responsibility to:
 - a) Act with integrity, honesty, openness, professionalism and transparency;
 - b) Treat others with respect, fairness, consideration, humanity, civility and dignity;
 - c) Honor commitments;
 - d) Honestly address problems openly and resolve conflicts as they arise;
 - e) Keep confidential information private;
 - f) Support the strategic directions and goals of FHO and uphold its image and reputation;
 - g) Not engage in acts or activities that would discredit FHO;
 - h) Comply with all applicable FHO policies and regulations;
 - i) Support innovation, creativity, personal and team growth;
 - j) Avoid any conflict of interests, whether real, potential or perceived.

Responsibilities

7. FHO Members, parents/ supporters of FHO Members and spectators of FHO Events have a responsibility to:
 - a) Maintain and enhance the dignity and self-esteem of FHO Members by:
 - i. Demonstrating respect to individuals regardless of, including but not limited to ,body type, athletic ability, gender, ethnic or racial origin, sexual orientation, age, marital status, religion, political belief, disability or economic status;
 - ii. Focusing comments or criticism appropriately and avoiding public criticism of athletes, coaches, officials, organizers, volunteers, employees and members;
 - iii. Consistently demonstrating the spirit of fairplay, sports leadership and ethical conduct;
 - iv. Acting, when appropriate, to prevent or correct practices that are unjustly discriminatory;
 - v. Interacting with others in a way that enables all individuals to maintain their dignity and respect;
 - vi. Consistently treating individuals fairly and reasonably;
 - vii. Ensuring that the rules of the sport of field hockey, and the spirit of such rules, are adhered to.
 - b) Refrain from any behavior that constitutes harassment, where harassment is defined as comment or conduct directed towards an individual or group, which is offensive, abusive, racist, sexist, degrading or malicious. Types of behavior that constitute harassment include, but are not limited to:
 - i. Written or verbal abuse, threats or outbursts;
 - ii. The display of visual material which is offensive ;
 - iii. Unwelcome remarks, jokes, comments, innuendo or taunting about a person's looks, body, attire, age, race, religion, sex or sexual orientation;
 - iv. Leering or other suggestive or obscene gestures;
 - v. Condescending, paternalistic or patronizing behavior which is intended to undermine self-esteem, diminish performance or adversely affect working conditions;
 - vi. Practical jokes which cause awkwardness or embarrassment, endanger a person's safety or negatively affect performance;
 - vii. Any form of hazing;
 - viii. Unwanted physical contact including touching, petting, pinching or kissing;
 - ix. Unwelcome sexual flirtations, advances, requests or invitations;
 - x. Physical or sexual assault;
 - xi. Behaviors such as those described above that are not directed towards individuals or groups but have the same effect of creating a negative or hostile environment; or
 - xii. Retaliation or threats of retaliation against an individual who reports harassment.

- c) Refrain from any behavior that constitutes sexual harassment, where sexual harassment is defined as unwelcome sexual comments, advances or conduct of a sexual nature.
- d) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities.
- e) In the case of adults, avoid consuming alcohol in situations where minors are present, and take reasonable steps to manage the responsible consumption of alcoholic beverages in adult-oriented social situations associated with FHO events.
- f) Respect the property of others and not willfully cause damage.
- g) Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods.

Coaches

8. In addition to paragraphs 6 and 7, **Coaches** have additional responsibilities. The athlete/coach relationship is a privileged one. Coaches play a critical role in the personal as well as athletic development of their athletes. Coaches must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it. Coaches will at all times:
- a) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability and fitness level of athletes, including educating athletes as to their responsibilities in contributing to a safe environment;
 - b) Prepare athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm athletes;
 - c) Avoid compromising the present and future health of athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment and management of athletes' medical and psychological problems;
 - d) At no time engage in an intimate or sexual relationship with an athlete of under the age of 18 years and at no time engage in an intimate or sexual relation with an athlete over the age of 18 if the coach is in a position of power, trust or authority over the athlete.
 - e) Under no circumstances promote or condone the use of drugs or performance-enhancing substances;
 - f) Accept and promote athletes' personal goals and refer athletes to other coaches and sports specialists as appropriate and as opportunities arise;
 - g) Encourage and facilitate athletes to be responsible for their own behavior, performance and decisions;
 - h) Give athletes the opportunity to discuss and contribute to proposed training and performance standards as appropriate. Provide athletes and the parents/guardians of athletes who are minors with the information necessary to be involved in the decisions that affect the athlete as appropriate;
 - i) At no time engage in an intimate or sexual relationship with an athlete of under the age of 18 years and at no time engage in an intimate or sexual relation with an athlete over the age of 18 if the coach is in a position of power, trust or authority over the athlete.
 - j) Refrain from intervening inappropriately in personal affairs that are outside the generally accepted jurisdiction of FHO;
 - k) Act in the best interest of the athlete's development as a whole person;

- l) Where an athlete has qualified for a training camp, provincial team, national team, etc., the Coach will support the program, applicable coaching staff and FHO.
- m) Recognize the power inherent in the position of coach.
- n) Refrain from the use of alcohol or illegal substances while traveling with athletes.

Managers

9. In addition to paragraphs 6 and 7, Managers have additional responsibilities. The Manager has been entrusted with the responsibility to ensure safety and well being of the traveling athletes:
- a) Refrain from intervening inappropriately in personal affairs that are outside the generally accepted jurisdiction of FHO;
 - b) Encourage and facilitate athletes to be responsible for their own behavior, performance and decisions;
 - c) Refrain from the use of alcohol or illegal substances while traveling with athletes.
 - d) At no time engage in an intimate or sexual relationship with an athlete of under the age of 18 years and at no time engage in an intimate or sexual relation with an athlete over the age of 18 if the coach is in a position of power, trust or authority over the athlete.
 - e) Ensure a safe environment at accommodation, restaurants and other team outings.

Athletes

10. In addition to paragraphs 6 and 7, **Athletes** who have been selected to a representative team of FHO will have additional responsibilities to:
- a) Report any medical problems in a timely fashion, where such problems may limit the athlete's ability to travel, train or compete;
 - b) Participate and appear on time in all competitions, practices, training sessions, events, activities or projects to which the athlete has made a commitment;
 - c) Properly represent themselves and not attempt to enter a competition for which they are not eligible, by reason of age, classification or other reasons.
 - d) Act in a manner that brings dignity and respect to FHO at all times – absolutely no violence or foul language.
 - e) Adhere to FHO's rules and requirements regarding clothing and equipment.
 - f) Respect all competitors, coaches and officials at all times.

Parents/Guardians/Supports and Spectators

11. In addition to paragraphs 6 and 7, **Parents/Guardians/Supporters** of FHO Members and **Spectators** at events will:
- a) Encourage athletes to play by the rules and to resolve conflicts without resorting to hostility or violence;
 - b) Condemn the use of violence in any form;
 - c) Never ridicule a participant for making a mistake during a performance or practice;

- d) Provide positive comments that motivate and encourage participants continued effort;
- e) Respect the decisions and judgments of officials, and encourage athletes to do the same;
- f) Support all efforts to remove verbal and physical abuse, coercion, intimidation and sarcasm from sport;
- g) Respect and show appreciation to all competitors, and to the coaches, officials and other volunteers who give their time to the sport;
- h) Refrain from the use of bad language, nor harass competitors, coaches, officials, parents/guardians or other spectators.
- i) Refrain from approaching any officials at any time unless express permission from the official is granted.
- j) Refrain from stepping onto the playing surface, players' area and officials table unless express permission is granted.

COMPLAINTS/DISCIPLINE POLICY

Policy Statement

1. Membership and participation in the activities of FHO offer many benefits and privileges. At the same time members and participants are expected to fulfill certain responsibilities and obligations, including complying with FHO's Code of Conduct as well as with FHO's other policies and procedures.

Application of this Policy

2. This Policy applies to all FHO Members, parents/guardians/supporters of FHO Members and spectators.
3. This Policy only applies to written and signed complaints received by FHO from FHO Members or parents/guardians of junior FHO Members that may arise during the course of FHO's business, activities and events including but not limited to office environment, competitions, practices, training camps, travel associated with FHO activities, and any meetings of staff, committees or the Board of Directors. Anonymous complaints will not be accepted by FHO.

Incident Reporting by FHO Delegates

4. FHO Delegates will report incidents, Red Cards and any sanctions issued to the VP Technical or designate within two days if the incident happened in Ontario and two days of returning to Ontario if outside of Ontario.

Reporting a Complaint

5. Any FHO Member or staff may report to a FHO Delegate any complaint. Such complaint must be signed and in writing, and must be filed within fourteen (14) days of the alleged incident.
6. Upon receiving a complaint, the FHO Delegate will provide it to the FHO VP Technical or designate, if the VP Technical is not available or not able to act in this capacity because of a conflict of interest or any other reason.
7. The VP Technical, or designate, will determine whether the complaint is frivolous or vexatious within ten (10) days of receiving it. If the VP Technical, or designate, determines the complaint is frivolous or vexatious, the complaint will be dismissed immediately.
8. A complainant wishing to file a complaint beyond the fourteen (14) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside the fourteen (14) day period will be decided by the Board of Directors. This decision may not be appealed.
9. If a complaint is determined by the VP Technical or designate, to be legitimate, the complaint will be designated as a minor complaint or a major complaint and dealt with according to the appropriate sections of this Policy. The VP or designate, will determine whether a complaint is to be dealt with as a major or minor infraction and may consult with the Disciplinary Committee in the making of this decision.
10. This Policy does not prevent an appropriate FHO Delegate having authority from taking immediate, informal or corrective action in response to behavior that constitutes either a minor or major infraction provided the individual being disciplined is told the nature of the infraction. Further sanctions may be applied, but only after review of the matter in accordance with the procedures set out in this Policy for major or minor infractions.
11. In the case of paragraph 10 above – the FHO Delegate must report this incident and sanctions taken to the VP Technical or designate within in two days if the incident happened in Ontario and within two days of returning to Ontario if the incident happened elsewhere. If this incident involves sending an athlete home from any event outside Ontario the VP Technical or designate must be informed prior to the athlete leaving.

Minor Infractions

12. Minor infractions are minor incidents of misconduct that generally do not result in harm to others. All situations involving minor infractions will be dealt with by the appropriate FHO Delegate.
13. Examples of minor infractions include, but are not limited to:
 - a) An incident of disrespectful, offensive, abusive, racist or sexist comments or behavior directed towards others;
 - b) Conduct contrary to the ideals of respect such as angry outbursts or argument; and
 - c) An incident of being late for or absent from FHO events and activities at which attendance is expected or required.
14. Procedures for dealing with minor infractions will be informal as compared to those for major infractions and will be determined at the discretion of the person responsible for discipline of such infractions (as noted above in point 12). Individuals being disciplined are told the nature of the infraction and are provided an opportunity to provide information concerning the incident. Appropriate sanction will be at the discretion of the FHO Delegate.
15. Sanctions for minor infractions, which may be applied singly or in combination, include the following:
 - a) Verbal or written reprimand;
 - b) Verbal or written apology;
 - c) Service or other voluntary contribution to FHO;
 - d) Suspension from the current activity; or
 - e) Any other similar sanction considered appropriate for the offense.
16. A written record will be maintained by FHO for a minimum of two years from the date of the last infraction. Repeat minor offences (regardless of the nature of each offense) may result in a further such incident being considered a major infraction.

Major Infractions

17. Major infractions are instances of misconduct that result, or have the potential to result, in harm to the member, other persons, property or to FHO.
18. Examples of major infractions include, but are not limited to:
 - a) Repeated incidents of disrespectful, offensive, abusive, racist or sexist comments or behavior directed towards others;
 - b) Incidents of physical abuse;
 - c) Angry outbursts or arguing;
 - d) Repeated incidents of being late for or absent from FHO events activities at which attendance is expected or required;
 - e) Pranks, jokes or other activities that endanger the safety of others;
 - f) Conduct which results in harm to the image, credibility or reputation of FHO and/or its' sponsors;

- g) Abusive use of alcohol where abuse means a level of consumption that impairs the individual's ability to speak, walk or drive; causes the individual to behave in a disruptive manner; or interferes with the individual's ability to perform effectively and safely;
- h) Any use of alcohol by minors;
- i) Any use of illicit drugs and narcotics; or
- j) Any use of banned performance enhancing drugs or methods.
- k) Damage to Property

19. If the VP Technical, or designate, determines the incident is a major infraction and that there is validity to the complaint or incident report, a hearing is required. The VP Technical, or designate, will notify the individual alleged to have committed a major infraction and will provide the individual with a copy of this policy within 14 days. The person who submitted the complaint will also be notified and supplied with a copy of this policy.

Discipline Panel

- 20. Within fourteen (14) days of notifying the respondent of a complaint of a major infraction the VP Technical, or designate, will appoint three individuals to serve as a Discipline Panel (“Panel”). The members of the Panel will select from themselves a Chairperson.
- 21. Members of the Panel will have no significant relationship with the complainant and respondent; will have had no involvement with the alleged infraction; and will be free from any other bias or conflict of interest.
- 22. The Panel will hold the hearing as soon as possible, but not more than thirty (30) days after being appointed.
- 23. Having regard to the nature of the discipline matter and the potential consequences of any resulting sanctions, the Panel will decide to conduct the hearing by way of review of documentary evidence or by way of oral hearing. If the Panel decides to conduct an oral hearing, it may decide to do so in-person or by means of telephone conference.
- 24. Any correspondence regarding the incident received by any member of the Panel shall be copied/made available to all members of the Panel – prior to any response.

Preliminary Meeting

- 25. The Panel may determine that the circumstances of the complaint warrant a preliminary meeting. The Panel may delegate to one of its members the authority to deal with preliminary matters, which may include but are not limited to:
 - a) Format (hearing by documentary evidence, oral hearing or a combination of both);
 - b) Date and location of the hearing;
 - c) Timelines for the exchange of documents;
 - d) Clarification of issues in dispute;
 - e) Any procedural matters including order and procedure of the hearing;
 - f) Remedies sought;
 - g) Evidence to be brought before the hearing;

- h) Identification of any witnesses; or
- i) Any other procedural matter that may assist in expediting the hearing.

Documentary Hearing

26. Where the Panel has determined that the hearing will be held by way of documentary submissions, the Panel will govern the hearing fairly and as it sees fit, provided that:
- a) All parties are given a reasonable opportunity to provide written submissions to the Panel, to review written submissions of the other parties, and to provide written rebuttal and argument; and
 - b) The applicable principles and timelines set out by the Panel are respected.

Oral Hearing

27. Where the Panel has determined that the hearing will be held by way of oral hearing, the Panel will govern the hearing fairly and as it sees fit, provided that:
- a) The affected parties will be given seven (7) days written notice of the day, time and place of the hearing;
 - b) All three members of the panel must be present at the hearing
 - c) A quorum will be all three Panel members
 - d) Decisions will be by majority vote where the Chairperson carries a vote;
 - e) The individual being disciplined may be accompanied by one representative;
 - f) Junior members being disciplined may also be accompanied by a parent/guardian
 - g) The individual being disciplined will have the right to present evidence and argument;
 - h) Any party potentially affected by the matter may be made party to the hearing by the Panel;
 - i) The Panel may request that any witness be present at the hearing or submit written evidence in advance of the hearing;
 - j) If the individual being disciplined chooses not to participate in the hearing, the hearing will nonetheless proceed;
 - k) The hearing will be held in private;
 - l) Each party will bear their own costs;
 - m) Once appointed, the Panel will have the authority to abridge or extend timelines associated with any aspect of the hearing.
28. After hearing the matter, the Panel will determine whether or not the individual will be sanctioned, and if so, will determine the appropriate penalty to be imposed and any measures to mitigate the harm suffered by others as a result. The Panel's written decision, with reasons, will be distributed to all parties, the VP Technical or designate, and FHO within fourteen (14) days of the conclusion of the hearing.
29. Where the individual acknowledges the facts of the incident, he or she may waive the hearing, in which case the Panel will determine the appropriate disciplinary sanction. The Panel may hold a meeting for the purpose of determining an appropriate sanction.

Sanctions

30. The Panel may impose the following disciplinary sanctions singly or in combination, for major infractions:

- a) Written reprimand;
- b) Written apology;
- c) Removal of certain privileges of membership or volunteer responsibilities;
- d) Suspension from certain events and/or activities;
- e) Suspension of FHO funding;
- f) Payment of a financial fine in an amount to be determined by the Panel;
- g) Suspension from all FHO activities for a designated period of time;
- h) Expulsion from membership;
- i) Publication of the Panel's decision;
- j) Other sanctions as may be considered appropriate for the offense.
- k) Removal from consideration for a provincial card for individual athlete funding.
- l) Recommendation of the ministry to revoke current funding.

31. Unless the Panel decides otherwise, any disciplinary sanctions will commence immediately. Failure to comply with a sanction as determined by the Panel will result in automatic suspension of membership in FHO until such time as compliance occurs.

32. In applying sanctions, the Panel will use the following criteria in determining the severity of the sanction(s):

- a) The nature and severity of the incident;
- b) Value of the property damaged
- c) The extent to which others have been harmed by the incident;
- d) The cooperation of the individual being disciplined in the proceedings under this policy;
- e) Previous incidents and infractions regardless of minor or major
- f) The individual's acknowledgment of responsibility,
- g) The individual's remorse and post-infraction conduct;
- h) The age, maturity or experience of the individual;
- i) Whether the individual retaliated, where the incident involves harassment; and
- j) Sanctions imposed by other sports.

33. A written record will be maintained by FHO for a minimum of five years following the complete compliance of the sanction(s) imposed.

Serious Infractions

34. The VP Technical, or designate, may determine that an alleged incident is of such seriousness as to warrant suspension of the individual pending further investigation, a hearing and a decision of the Panel.

35. Where it is brought to the attention of the VP or designate, that an FHO Member has been charged with an offence under the Criminal Code, or has previously been convicted of a criminal offence, the VP or designate, may suspend the FHO Member pending further investigation, a hearing or a decision of the Panel.

36. Notwithstanding the procedures set out in this Policy, any FHO Member who is convicted of a criminal offense involving sexual exploitation, invitation to sexual touching, sexual interference, sexual assault or aggravated assault will face automatic suspension from participating in any activities of the FHO for a period of time corresponding to the length of the criminal sentence imposed by the court, and may face further disciplinary action by FHO in accordance with this Policy.

Confidentiality

37. Where the conduct reported is of a sensitive or confidential nature, FHO will keep all proceedings under this Policy confidential, except where disclosure is directed by the Panel as part of a sanction, is required by law or is in the best interests of the public.

Timelines

38. If the circumstances of the complaint are such that this policy will not allow a timely conclusion, or if the circumstances of the complaint are such the complaint cannot be concluded within the timelines dictated in this policy, the Panel may direct that these timelines be revised.

Appeals Procedure

39. The decision of the Panel may be appealed in accordance with the FHO's Appeal Policy.

INCIDENT/RED CARD REPORT

Date and time of incident: _____

FHO Delegate: _____ Position: _____

Location of Incident: _____

This incident is a: _____ minor infraction _____ major infraction

Individual(s) involved in the incident:

Objective description of the incident (please be concise, accurate and non-judgmental):

Names of individuals who observed the incident:

Disciplinary action that was taken (if applicable):

Signature of writer: _____ Date: _____

Send to VP Technical; fhoincidents@gmail.com

Complaint Check List

Any individual making a complaint as per this policy should ensure that the following are included:

- a) Complainants full name, contact information and signature
- b) An objective description of events – who did what, where, when and to whom/what
- c) Name of the individual(s) about whom the complaint is made
- d) Description of damage and estimated value of property damage
- e) Names and contact information (if available) of anyone who witnessed the incident
- f) Description of the context of the incident (game, team dinner, practice for example)

APPEALS POLICY

Purpose

1. The purpose of this Appeal Policy is to enable disputes with FHO Members to be dealt with fairly, expeditiously and affordably, within FHO without recourse to external legal procedures.

Definitions

2. These terms will have these meanings in this policy:
 - a) “*Appellant*” - refers to the party appealing a decision.
 - b) “*Respondent*” - refers to the FHO Delegate whose decision is being appealed.

Scope and Application of this Policy

3. Any FHO Member who is affected by a decision of FHO Board of Directors, any FHO Committee, or any individual who has been delegated authority to make decisions on behalf of the FHO Board of Directors, will have to right to appeal that decision, provided there are sufficient grounds for the appeal as set out in Section 7 of this Policy. Examples of decisions that may be appealed include but are not limited to those relating to eligibility, harassment, team selection, discipline and entitlements and obligations under an athlete agreement.
4. This Policy will not apply to decisions relating to:
 - a) Matters of employment;
 - b) Infractions for doping offences;
 - c) The rules of field hockey;
 - d) Matters relating to the substance, content and establishment of team selection criteria;
 - e) Volunteer appointments and the withdrawal or termination of those appointments;
 - f) Matters of budgeting and budget implementation;
 - g) Matters of operational structure and committees; and
 - h) Discipline matters and decisions arising during events organized by entities other than FHO, which are dealt with pursuant to the policies of these other entities;
 - i) Any decisions made under Paragraphs 6 and 9 of this Policy.

Timing of Appeal

5. FHO Members who wish to appeal a decision will have fourteen (14) days from the date on which they received notice of the decision, to submit in writing to the office of FHO the following:
 - a) Notice of their intention to appeal,
 - b) Grounds for the appeal,

- c) All evidence that supports these grounds,
 - d) The remedy or remedies requested, and
 - e) A payment of two hundred dollars (\$200), which will be refunded if the appeal is upheld.
 - f) In the case of Urgent Appeals (see paragraph 22) – the payment must be in CASH.
6. Any party wishing to initiate an appeal beyond the fourteen (14) day period must provide a written request stating reasons for an exemption to the requirement of Paragraph 5. The decision to allow, or not allow an appeal outside the 14-day period will be at the discretion of the Board of Directors, and may not be appealed.

Grounds for Appeal

7. Not every decision may be appealed. Decisions may only be appealed, and appeals may only be heard, on procedural grounds listed as follows:
- a) Making a decision for which it did not have authority or jurisdiction as set out in FHO's governing documents;
 - b) Failing to follow procedures as laid out in the bylaws or approved policies of FHO or
 - c) Making a decision that was influenced by bias, where bias is defined as a lack of neutrality to such an extent that the decision-maker is unable to consider other views.

Screening of Appeal

8. Within fourteen (14) days of receiving the notice and grounds of an appeal and the required fee, the Board of Directors will determine whether there are appropriate grounds for the appeal to proceed as set out in Section 7.
9. If the appeal is denied on the basis of insufficient grounds, the Appellant will be notified of this decision in writing, giving reasons. This decision is at the discretion of the Board of Directors.

Appeals Panel

10. If the Board of Directors, is satisfied that there are sufficient grounds for an appeal, within 14 days of receipt of the original notice of appeal, the VP Technical, or designate will establish an Appeals Panel (hereafter referred to as the "Panel") as follows:
- a) The Panel will be comprised of three persons who will have no significant relationship with the affected parties, will have had no involvement with the decision being appealed, and will be free from any other actual or perceived bias or conflict.
 - b) The members of the Panel will select from themselves a Chairperson.

Preliminary Conference

11. The Panel may determine that the circumstances of the appeal warrant a preliminary conference. The matters that may be considered at a preliminary conference include:
- a) Format of the appeal (hearing by documentary evidence, oral hearing or a combination of both);
 - b) Timelines for exchange of documents;

- c) Clarification of issues in dispute;
 - d) Clarification of evidence to be presented to the Panel;
 - e) Order and procedure of hearing;
 - f) Location of hearing, where the hearing is an oral hearing;
 - g) Identification of witnesses; and
 - h) Any other procedural matter that may assist in expediting the appeal proceedings.
12. The Panel may delegate to its Chairperson the authority to deal with these preliminary matters on behalf of the Panel.

Procedure for the Hearing

13. Where the Panel has determined that the appeal will be held by way of oral hearing, the Panel will govern the hearing by such procedures as it deems appropriate, provided that:
- a) The hearing will be held within twenty-one (21) days of the Panel's appointment.
 - b) The Appellant and Respondent will be given ten (10) days written notice of the date, time and place of the hearing.
 - c) A quorum will be all three Panel members
 - d) All three panel members must be present at a hearing
 - e) . Decisions will be by majority vote, where the Chairperson carries a vote.
 - f) Copies of written documents that any of the parties would like the Panel to consider will be provided to the Panel and to all other parties at least three (3) days prior to the hearing.
 - g) If the decision of the Panel may affect another party to the extent that the other party would have recourse to an appeal in their own right under this policy, that party will become a party to the appeal in question and will be bound by its outcome.
 - h) A representative or advisor, including legal counsel may accompany any of the parties.
 - i) The Panel may direct any other person to participate or present evidence in the appeal.
 - j) Unless otherwise agreed by the parties, there will be no communication between the Panel and the parties except in the presence of, or by copy to, the other parties.
14. The Panel may conduct the hearing by means of conference call, video conference or in person.

Procedure for Documentary Appeal

15. Where the Panel has determined that the appeal will be held by way of documentary submissions, it will govern the appeal by such procedures as it deems appropriate provided that:
 - a) All parties are given a reasonable opportunity to provide written submissions to the Panel, to review written submissions of the other parties, and to provide written rebuttal and argument; and
 - b) The applicable principles and timelines set out in Section 13 are respected.

Appeal Decision

16. Within fourteen (14) days of concluding the appeal, the Panel will issue its written decision, with reasons. The decision will follow this format:
 - a) Issue to be decided;
 - b) Background to the case;
 - c) Statement of the facts;
 - d) Authorities considered;
 - e) Decision; and
 - f) Reasons for decision.
17. In making its decision, the Panel will have no greater authority than that of the original decision-maker. The Panel may decide to:
 - a) Reject the appeal and confirm the decision being appealed; or
 - b) Uphold the appeal and vary the decision; and
 - c) Determine how costs of the appeal, excluding legal fees and legal disbursements of any of the parties, will be allocated, if at all.
18. The decision will be considered a matter of public record. A copy of the decision will be provided to each of the parties and to FHO.
19. In extraordinary circumstances, the Panel may issue a verbal decision or a summary written decision, with reasons to follow, provided the written decision with reasons is rendered within the timelines specified in this policy.

Timelines

20. If the circumstances of the dispute are such that this policy will not allow a timely appeal, or if the circumstances of the disputes are such the appeal cannot be concluded within the timelines dictated in this policy, the Panel may direct that these timelines be revised.

Final and Binding Decision

21. The decision of the Panel will be final and binding on the parties and on all FHO Members,

Urgent Appeals

22. Where the appeal relates to a decision arising during a tournament or competition and must be dealt with on an urgent basis, notice of the appeal will be provided to the appropriate FHO Delegate within 20 minutes of the decision being communicated to the Appellant.
23. Within 20 minutes of receiving the notice of appeal, the FHO Delegate will convene a Panel comprised of three individuals who are not members of the same club as the appellant.
24. The Panel will hear and decide the matter using the following procedures:
 - a) the hearing will be an oral hearing, held in private;
 - b) the parties will be given 20 minutes notice of the hearing, and may each be accompanied at the hearing by a representative
 - c) Quorum will be all three Panel members. Decisions will be by majority vote where the Chairperson carries a vote;
 - d) the Panel may direct that any other person participate in the appeal;
 - e) the Panel will render its decision, with reasons, verbally within 15 minutes of the conclusion of the hearing;
25. The Panel may, in its sole discretion, adapt such procedures and timelines to accommodate any unique, urgent or unforeseen circumstances during a tournament or competition, at all times ensuring that the matter is heard and decided in a timely and fair manner.
26. Where the appeal does not relate to a decision arising during a tournament or competition but is nonetheless of an extraordinary and urgent nature, upon receiving notice of the appeal the FHO will respect the principles set out in this policy but may, in their sole discretion, adapt procedures and timelines to ensure that the appeal is heard and decided in a fair and timely manner.

DISPUTE RESOLUTION POLICY

Policy Statement

1. FHO is committed to using the techniques of negotiation, facilitation, mediation and arbitration as effective ways to resolve disputes with and among members, and to avoid the uncertainty, costs and other negative effects associated with litigation.

Scope

2. This policy applies to disputes with and among FHO Representatives, as well as to all individuals engaged in activities with or employed by FHO.
3. FHO encourages all FHO Representatives to communicate openly and to collaborate in using problem-solving and negotiation techniques to resolve their differences.
4. This policy does not apply to disputes relation to:
 - a) Infractions for Doping Offences;
 - b) The rules of field hockey, which may not be appealed; and
 - c) Discipline matters arising during events organized by entities other than FHO which are dealt with by the policies of these other entities.
 - d) Decisions arising from Appeals.

Facilitation and Mediation

5. Opportunities for facilitation and mediation may be pursued at any point in a dispute within FHO where it is appropriate and where the disputing parties agree that such a course of action would be mutually beneficial.
6. The costs of mediation will be shared equally by the parties.

Arbitration

7. In the event that a dispute persists after internal avenues of decision-making, negotiation, facilitation, mediation and/or appeals have been exhausted, the parties may pursue opportunities for arbitration.
8. Where arbitration is pursued, it will be done so in accordance with *Arbitration Act of Ontario* using trained arbitrators who are acceptable to the parties.
9. The parties involved in a dispute may also mutually agree to bypass internal avenues of dispute resolution, including appeals, and may directly pursue opportunities for arbitration.
10. Where a dispute is referred to arbitration, all parties to the original dispute will become parties to the arbitration and will share the costs equally.
11. The parties to arbitration will enter into a written Arbitration Agreement that will specify that the decision of the arbitrator will be final and binding upon the parties and not subject to any further review by any court or any other body.

No Legal Action

12. No action, application for judicial review or other legal proceeding will be commenced against FHO respecting a dispute, unless the remedies afforded by this policy have not been offered or have been exhausted. In no case may a party pursue legal action against FHO in respect of arbitration, for which the parties have entered into a written Arbitration Agreement.