



## **ISC Code of Conduct Complaint Procedure**

### **General Procedures**

Any ISC member who feels they have been subject to harassment or bullying from another ISC member, including players, family members, or ISC coaches should:

Notify the ISC Director of Coaching or an ISC board member of the incident, and be prepared to include the following information and details, to the degree possible:

- What, when, and where the incident occurred
- Who was involved
- Exactly what was said or what the harasser did
- The names of any witnesses to the incident
- What the ISC member said or did, either at the time of the incident, or later
- What the harasser did in response to the ISC member's statements or requests to cease the behavior

### **Complaint Procedure**

An ISC member who believes that they have been harassed or bullied, and has made the notification to one of the parties described above, will be asked to meet with the ISC Director of Coaching and at least one designated ISC Board member. Details of the incident will be gathered and documented at that meeting, and the ISC member, or parent / legal guardian of the ISC member, will be asked to sign a written complaint form. Information received at this meeting will be kept confidential. ISC may elect to investigate the incident in the absence of a written complaint form, or absent the signature by, or on behalf of, the ISC member.

## **Investigation Procedure**

Upon receipt of a complaint, an investigator designated by ISC will first review the difference between conflict and harassment and/or bullying. If it is clear that the reported incident is not simply a conflict between members, the investigator will reasonably and promptly investigate the incident, including interviewing, and conducting fact finding with the complainant, and the alleged harasser. Witnesses may also be interviewed as deemed appropriate.

The details and circumstances of the incident, including details provided by the complainant, witnesses, and the alleged harasser will be documented. Additionally, all parties interviewed will be made aware of the expectations for non-retaliation and making false claims as described below, and be assured that the details of the incident will be handled discreetly and confidentially by those conducting the investigation. The alleged harasser, or a party on their behalf, may submit a written statement in response to the complaint.

### **Meeting with the Complainant**

- Explain the purpose of the meeting
- Explain the neutral role of the investigator
- Advise the complainant of the expectations for non-retaliation and making false claims
- Obtain specific details, and document in chronological order
  - What, when, and where the incident occurred
  - Who is accused of the behavior
  - Who witnessed the behavior
  - What the ISC member said or did, either at the time of the incident, or later
  - What the harasser did in response to the ISC member's statements or requests to cease the behavior
- Request that the complainant review and sign the documented allegation

### **Meeting with the Alleged Harasser**

- Explain the purpose of the meeting
- Explain the neutral role of the investigator
- Advise the complainant of the expectations for non-retaliation and making false claims
- Review each allegation and obtain a response from the alleged harasser
- Obtain the names of any witnesses that would support the responses from the alleged harasser
- Request that the alleged harasser review and sign their documented responses

### **Meeting with Witness or Witnesses**

- Explain the purpose of the meeting
- Explain the neutral role of the investigator
- Establish the relationship with the complainant and/or alleged harasser
- Advise the witness of the expectations for non-retaliation and making false claims
- Review each allegation and ask the witness what they observed with their own eyes or heard with their own ears

## **Determination of the presence of Harassment and/or Bullying**

Upon completion of the investigation, the investigator will make written findings and conclusions as to the allegations of harassment and/or bullying. These findings and conclusions will be kept confidential and will not be made available outside of those parties involved in the investigation, the ISC Director of Coaching, and the ISC Board of Directors.

In making the written findings and conclusions, the investigator will:

- Analyze all supporting information and documentation of the incident
- Assess credibility
- Determine what the preponderance of the evidence indicates
- Determine if there was a violation of the policy for Anti-Harassment / Anti-Bullying, then render a finding of a founded complaint, if not, render a finding of an unfounded complaint
- Complete the investigative report and disclose the findings to the parties involved
- If the investigation does not yield clear findings in either direction, the alleged harasser should review and provide written acknowledge of the ISC Code of Conduct and Anti-Harassment / Anti-Bullying policies, the complainant should be advised to promptly report any future incidents. Additionally, a follow-up should be held with the complainant to determine if there are further problems

## **False Claims/Providing Knowingly False Information**

- If the investigation process reasonably concludes that a knowingly false claim has been made, the complainant may be subject to disciplinary action
- If the investigation process determines the claim to be founded, and reasonably concludes that the alleged harasser knowingly provided false information, that will be taken into consideration during the resolution process
- No retaliation will be tolerated against individuals involved in the investigation process, and if any retaliatory action should take place, the retaliator(s) will be subject to disciplinary action up to and including termination of ISC membership status

## **Resolution Process**

Upon review of the written findings and conclusions from the investigation process, the complaint may be resolved as follows:

- The complaint is determined to be unfounded.
  - All parties involved in the investigation process will be notified of this disposition
  - All materials / documentation gathered in the investigation will be retained but kept confidential.
- The complaint is determined to be credible and founded.
  - All parties involved in the investigation process will be notified of this disposition.
  - All materials / documentation gathered in the investigation process will be retained but kept confidential
  - The alleged harasser named in the complaint may be subject to disciplinary measures as described

## **Disciplinary Process**

Upon the finding of a credible and founded complaint, the alleged harasser may be subject to one or more of the disciplinary actions described below. The severity of the incident, and/or any past history of complaints or violations of ISC Code of Conduct involving the alleged harasser will be considered during this process.

- A letter describing the credible and founded complaint will be presented to the ISC member and/or family member. The ISC member will be advised that the conduct described in the complaint must cease and desist. The conduct of the alleged harasser will be subject to review at a later date to determine compliance with this instruction.
- The alleged harasser may be suspended from all ISC activities, including practice and/or competitions, for a period of time recommended by the ISC Director of Coaching / ISC Board of Directors.
- The alleged harasser may be subject to termination of ISC membership status as determined by the ISC Board of Directors

Re-entry following suspension may be subject to conditions as determined by the ISC Director of Coaching / ISC Board of Directors. For example, re-entry following a suspension due to a threat or act of physical violence, may be contingent upon a report from a licensed mental health professional that the alleged harasser is not perceived to be a threat to self or others.

## ISC Anti-Harassment/Anti-Bullying Complaint Form

Name of Complainant: \_\_\_\_\_

Position of Complainant (ISC player, family member, coach): \_\_\_\_\_

Date of Complaint: \_\_\_\_\_

Name of individual accused of harassment / bullying: \_\_\_\_\_

Specific Details:

What happened?

When did it happen?

Where did it happen?

Were there any witnesses?

Evidence of harassment / bullying (attach evidence if possible):

Any other information?

I agree that all of the information on this form is accurate and true to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ISC Anti-Harassment/Anti-Bullying Witness Form**

Site of Incident: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Name of individual accused of harassment/bullying: \_\_\_\_\_

Name of Witness: \_\_\_\_\_

Relationship of Witness to Complainant: \_\_\_\_\_

Relationship of Witness to Accused: \_\_\_\_\_

Position of Witness to the Incident: \_\_\_\_\_

Description of incident as witnessed:

Any other information?

I agree that all of the information on this form is accurate and true to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ISC Anti-Harassment/Anti-Bullying – Investigator Disposition Form**

Name of Complainant: \_\_\_\_\_

Name of individual accused of harassment / bullying: \_\_\_\_\_

Name(s) of witnesses: \_\_\_\_\_

Site of Incident: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Date of Complaint: \_\_\_\_\_

Summary of Investigation:

(continued)

Complaint Disposition Finding (Founded / Unfounded): \_\_\_\_\_

Determination of False Claim or False Information Provided (if applicable):

Recommendation of Disciplinary Measures:

Signatures:

Investigator: \_\_\_\_\_ Date: \_\_\_\_\_

ISC Director of Coaching: \_\_\_\_\_ Date: \_\_\_\_\_

ISC Board of Directors:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_



## **Termination of Membership Status**

Membership in the ISC for any member may be terminated for:

1. The member's disregard, violation, or breach of the rules, regulations, and or policies of the club, including, but not limited to, the ISC Code of Conduct
2. The failure to remain in good standing with respect to the timely payment of all fees and financial charges that are the responsibility of the member
3. Upon a two-thirds vote of the Board of Directors