

## **VPACode of Conduct Policy**

GOAL: To promote the sport of pickleball in a safe and respectful environment.

### CODE OF CONDUCT

As a member of the VPA, all players agree to conduct themselves in a respectful and responsible manner at all times when representing VPA -- both on and off the courts, and at any location.

#### Players will:

- exhibit fair play at all times when playing or observing others
- play by the rules
- wear appropriate clothing that is safe and respectful -accept referee decisions which are final.

#### Players will not:

- engage in verbal or physical abuse or derogatory remarks; this is unacceptable and will not be tolerated and you may be asked to leave.
- engage in coaching others unless requested to do so by them.

Inability to abide by the Code of Conduct may result in disciplinary action having to be taken by the Board. This may be in the form of a warning, or for more severe cases, or repeated offences, a suspension from the club. In severe cases, this may result in termination of that year's membership.

August 08, 2020

## **VPA Complaints Procedure**

Detailed records to be kept of all incidents.

An email outlining the complaint must be sent to the Vernon Pickleball Association ([vernonpickleball@gmail.com](mailto:vernonpickleball@gmail.com)) within seven business days of the incident.

Every attempt will be made to resolve the issue within 14 days of receiving the complaint.

### Step 1: Initiation and Informal Resolution

The Concerns and Complaints Committee (CC&C) will acknowledge the email and meet with both parties separately to discuss the incident.

### Step 2: Written Resolution

If the situation cannot be resolved informally, the CC&C will prepare a written course of action which should address the concern. If this is not accepted by both parties, then the matter will be forwarded to the Board with a recommended further course of action.

Notes will be taken: The complainant can be assured that the complaint will be kept as confidential as possible, but no guarantees can be made as other involved parties will have to be questioned regarding the situation.

Step 3: Board Involved Written Resolution

The Board will discuss the CC&C recommendation and revise as necessary before sending to both parties.

December 18, 2022