

UK Ultimate Conduct and Complaints Policy

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1. Introduction

This document provides a simple Code of Conduct for *UKU* members, together with the procedures for making a complaint. The document also describes the structure used to deal with such complaints and/or alleged conduct issues.

In general these situations are resolved by the people involved, but on occasions one or both parties may feel they need a more formal process to help resolve the problem.

We would like to thank and congratulate *UKU* members for their ongoing commitment to self-governance during competition. This policy should in no way undermine, or be seen as a replacement for, the self-governing principles that underpin the way Ultimate is played.

2. Overview

This document provides a simple Code of Conduct as referenced in the Terms & Conditions of membership of *UK Ultimate Ltd.*

Some *UKU* members are subject to additional Codes of Conduct – most notably *UKU* Registered Coaches and members of any GB-Ultimate programme or team.

In general *UK Ultimate* will not process anonymous complaints. On a rare occasion where anonymity may seem desirable, it should be understood that *UK Ultimate* cannot guarantee this over the full course of dealing with the complaint. Please also refer to the *UKU* Whistleblower Policy.

An individual or group that wishes to make a complaint to *UK Ultimate* should consult Section 4.

The *UKU* board and other committees with responsibility under this policy (see Section 5) have the authority to start a Conduct process regardless of whether or not there has been a complaint.

3. Code of Conduct

Members of *UK Ultimate* are expected to behave in a manner that is consistent with the ideals of the organisation with specific consideration to the following points:

- **Spirit of the Game:** members are expected to support and protect the Spirit of the Game.
- **Respect:** members are expected to be respectful in dealing with their team-mates, opponents, staff, volunteers and spectators – both on and off the field.

- **Safety:** members are expected to conduct themselves in a safe and orderly manner – both on and off the field.
- **Rules:** members must adhere to the WFDF Rules of Ultimate and/or any variations that are in place for a specific UKU-sanctioned event.
- **UKU Policies:** members should be aware of and adhere to all other UKU policies (e.g. Equity Policy) and Competition Rules (e.g. relating to player eligibility and anti-doping).

4. Organisational Structure for handling complaints and conduct issues

UK Ultimate employs two levels of authority over conduct issues, with the full board of directors providing a further level to hear appeals if necessary.

The first level (“immediate authority”) relates to management of issues during competition or training (at sanctioned events or within the GB programme), or the management of a well-defined process in the case of Spirit of the Game. The second - higher - level of authority is a board-appointed Conduct Committee.

4.1 Immediate Authority

4.1.1 Events and Competition-Structure

The structure, format and scheduling of events are in general governed by the UKU Competition Committee.

- Complaints relating to the structure and rules governing UKU competitions should be addressed to the *UKU Competitions Committee*.
- Complaints relating to incidents at a specific competition that are not raised during an event should be addressed to the *UKU Competitions Committee*.

UKU recognises that there are rare occasions where it is necessary for some arbitration of requests/complaints/protests during a UKU-sanctioned event. For these purposes “during the event” is defined as being at any time during a day on which a given competition is being held. Such issues are handled by the Tournament Rules Group (TRG).

Scope: the TRG may only make decisions relating to the current event. So whilst the TRG does – in extreme circumstances – have the authority to disqualify a player or team from the current competition and refer the matter to the UKU Board, its authority to impose sanctions and penalties are limited to the specific event in progress.

The TRG is formed of 3-5 people from the following groups in the order outlined provided that they do not have a conflict of interest in the matter:

1. UKU Director of Competitions, Event Tournament Director, UKU CEO
2. Elected volunteer with responsibility for the affected division (mixed coordinator, uni coordinator)
3. Members of the UKU Competition Committee
4. Members of the UKU Board
5. Members of an appropriate division- or region-specific sub-committee (e.g. University Regional coordinators)

A Tournament Director is expected to review in advance whether they will have access to at least three individuals from the groups listed above. And – if not – make alternative arrangements to ensure a TRG is in place:

1. One of the UKU DoC or CEO or divisional coordinator may be a member of the TRG by phone
2. Competition Committee may appoint a TRG in advance from experienced competitors/captains/spectators that are known to be attending the event
3. The TD may conduct a simple election amongst the captains.

4.1.2 GB Ultimate

UK Ultimate appoints a manager for each of the Great Britain squads. That individual (or group) has broad delegated responsibility for running the squad for which they have been appointed. The manager(s) may or may not be playing team members.

Issues of conduct involving members of GB Ultimate - that cannot appropriately be managed within the team - are governed by the GB Oversight Committee.

During a major international event the GB Oversight Committee will have at least one representative available in person – “Chef de Mission”. If less than three members of the GB Oversight Committee are available in person, then the committee will appoint other senior members from the squads and staff to an “Acting GB Oversight Committee”. If

an issue does arise during the event the Acting GB Oversight Committee will exclude any individuals that have a conflict of interest with regards to the issue at hand.

Scope:

- GB Oversight Committee has authority limited to the GB Programme.
- Acting GB Oversight Committee has authority limited to the current event and the option to refer the issue for further review.

4.1.3 Spirit of the Game

UK Ultimate has put in place a set of policies relating to Spirit of the Game. These policies are administered by the Spirit of the Game committee. In circumstances where the SOTG Policies escalate an issue to another authority for the purposes of considering stronger sanctions, that authority will be a *UKU* Conduct Committee.

4.2 Conduct Committee

The *UK Ultimate* board of directors will appoint a "Conduct Committee" in circumstances where all other avenues to resolution have been unsuccessful or are not available. The Conduct Committee will consist of between three and five appointed members, one of whom must be a current *UKU* board member.

UK Ultimate will generally appoint members of the Conduct Committee from amongst the entire membership of the organisation with the purpose of involving individuals with appropriate experience and expertise as well as sharing the workload of (volunteer) board members. Nonetheless, *UK Ultimate* reserves the right to appoint members of the Conduct Committee from outside the membership if in the Board's opinion this will enable the committee to operate more effectively.

- Individuals (board members or not) with any conflict of interest will not be eligible to sit on the Conduct Committee.
- All parties involved in the dispute will have a reasonable right to veto involvement of any of the individuals who are appointed to the Conduct Committee.

The committee will use a complaint-defense-review-appeal procedure to carry out the task of handling the complaint or conduct issue.

5. Making a complaint

5.1 Discussion

Complaints should initially be raised and discussed informally as many issues can be resolved this way. In general, complaints should first be raised with the individual(s) (staff or volunteer) who is responsible for the area you wish to complain about. If the complaint concerns this person or group, you should talk to another manager or responsible person. If in doubt, then you should contact either the CEO or a Board member who will then determine who is the most appropriate person to speak to.

In general this phase of the process is led by the appropriate "Immediate Authority" (see Section 4). The discussion may attempt to find possible solutions, if appropriate.

5.2 Written complaint

If you are not satisfied with the outcome of the oral complaint, you should make a formal complaint in writing to the CEO, or to an appropriate Board member if the CEO is connected to the complaint. A written complaint should be sent to *UK Ultimate* within two weeks of the completion of the "discussion phase" outlined above.

UK Ultimate will respond within two weeks of receipt of the written complaint, and will seek to resolve the matter as quickly as possible.

A Conduct Committee will be appointed (see Section 4) to handle the process.

5.3 Appeal

If you are still not satisfied with the outcome, then you have the right to appeal the decision by contacting the chairman of the *UK Ultimate* board of directors (chairman@ukultimate.com).

Appeals may contest the decision, challenge the specifics of the sanction or provide new evidence or information. Appeals that simply re-state a case may be deemed frivolous and need not be considered.

The full board will hear and rule on any appeals that reach this level. You will have the option to be accompanied to any meetings/discussions by a person of your choice. The board will respond within one month, and will aim to resolve the issue within two months. Their decision will be final.

6. What happens if someone complains about you?

6.1 Discussion

The first step will be an informal discussion about the complaint. This will allow you to hear about the complaint and for you to outline your view of the situation. Everyone should have the right to know what they have been accused of, and in general, by whom. You will have the option to be accompanied to any meeting by a nominated person of your choice. This may include setting up a conference call if the initial discussions cannot conveniently be done face to face.

In general this phase of the process is led by the appropriate "Immediate Authority" (see Section 4). The discussion may attempt to find possible solutions, if appropriate.

6.2 Written warning

If the issue is not resolved through discussion with the "Immediate Authority", *UK Ultimate* will appoint a Conduct Committee to handle the process (see Section 4).

You may be issued with a written warning outlining the reason for the complaint. You will have the opportunity to state your case formally to a responsible person. Again, you will have the option of being accompanied to any meetings/discussions by a person of your choice.

6.3 Appeal

If you are still not satisfied with the outcome, then you have the right to appeal the decision by contacting the chairman of the Board (chairman@ukultimate.com).

Appeals may contest the decision, challenge the specifics of the sanction or provide new evidence or information. Appeals that simply re-state a case may be deemed frivolous and need not be considered.

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