



NSSA Disciplinary Procedure

Purpose

The purpose of the NSSA Disciplinary Procedure

- To ensure that all Club Members (including skaters, parents/guardians, coaches and Committee Members) are treated fairly and equitably
- To ensure all members respect the NSSA code of conduct
- To ensure all fees and charges are paid on time to comply with the NSSA Contract and ensure the club is financially sustainable

Most of the disciplinary matters dealt with in the Club involve the non-payment of fees and other charges.

Skating is an expensive sport and we strongly advise parents/guardians to factor in all the costs before making a commitment for the coming season. Please see Information for Members on our website ***

In order to meet our financial obligations:

- Standing Orders are required for monthly fees to be paid in advance.
- Additional charges must be paid as requested. The annual competition schedule is on our website and includes estimated costs and payment dates.

The NSSA Treasurer sends individual financial statements out at least 4 times per year and more frequently on request.

We encourage anyone having financial difficulties to talk initially to their Squad Manager, or NSSA Welfare Officer at an early stage.

Principles

Before an individual receives any formal warnings he/she will already have been made aware of the NSSA Club Standards through the NSSA Code of Conduct, Information for Members, and NSSA Contract – copies of which are on the NSSA website.

NSSA aims to ensure that, wherever possible, matters are dealt with quickly, and in accordance with the approved standards.

In all cases Squad Managers will try to resolve matters before making a referral for action to be considered as part of the NSSA formal Disciplinary Procedure.

No disciplinary action will be taken against a Club Member until the case has been fully investigated and the facts established.

The Club Member will be invited to a disciplinary meeting and be advised of:

- The nature of the complaint against them
- The action required to resolve the issue
- Disciplinary penalties that could be imposed

When determining the disciplinary action the following will always be considered

- What is reasonable
- The Club Members record
- Penalties applied in other similar circumstances
- Mitigating circumstances

The Club Member will have the right to be accompanied by a representative / friend of their choice at every stage of the disciplinary procedure. The representative has the right to speak at the disciplinary meeting but not to answer questions on behalf of the Club Member. Where children are involved parents / guardians will be present to support those under the age of 18.

The decisions taken at the disciplinary meetings will always be confirmed in writing.

The Club Member will have the right to appeal to the Chair of the Management Committee.

In the event financial and/or other conduct issues cannot be resolved jointly by the Squad Manager and the Club Member the following action will be taken:

Procedure

Stage 1

Verbal Warning — valid for a maximum of 6 months.

The Squad Manager will refer the matter to another Committee Member which could be another Team Manager or Assistant Manager for investigation.

Conduct and other issues

If the conduct or performance of a Club Member does not meet acceptable standards, or an infringement of the Club Code of Conduct is of a minor nature, the Club Member will normally be given a verbal warning confirmed by email.

Examples of conduct and performance that may warrant a verbal warning are:

- Breach of NSSA Code of Conduct by skater or parent/guardian
- Poor attendance
- Late payments

NB. This list is not exhaustive

Financial arrears

If a Club Members Financial Account is in arrears the club will enact the following process:

- Letter 1: please pay within 7 days or contact your Squad Manager
- Letter 2: please contact your Squad Manager urgently within 5 working days

The wording of each letter is standard and has been agreed by the Management Committee. We will aim to contact you by email, text and letter.

A record of the verbal warning will be sent to the Club Member by the investigating Committee Member and a copy kept by the appropriate Club Official (The Vice Chair or Welfare Officer). Verbal warnings will be spent after a maximum of 6 months subject to satisfactory conduct and performance.

Stage 2

Written Warning — valid for a maximum of 12 months.

If the Club Member's financial account remains in arrears and/or conduct does not improve, the matter will be referred to the Vice Chair of the Management Committee who will establish a Disciplinary Committee consisting of a minimum of three members of the Management Committee (subject to availability) taken from the following:

- Club Welfare Officer
- Club Secretary
- Treasurer
- Another Committee Member (excluding Chairperson)

The Disciplinary Committee will investigate the case and hold a disciplinary meeting. In cases of serious or repeated failure to maintain the required standards a written warning may be given. It will state the improvements necessary and the nature or likely disciplinary action to be taken if Club standards are not achieved.

A copy of the written warning will be kept, but will be spent after the specified period, subject to satisfactory conduct and performance.

Conduct and other issues

Examples of conduct or performance which may warrant a first written warning are: e.g.

- Failure to improve after a verbal warning
- A more serious breach of NSSA codes of conduct

NB. This list is not exhaustive

Financial arrears

Examples of financial issues which may warrant a first stage written warning are: e.g.

- Persistent late payment of fees/competition/other charges
- Failure to stick to make payments as agreed

NB. This list is not exhaustive

Additional penalties

In addition to the first stage warning, consideration will be given to imposing one or more of the following actions:

- Suspension of skater from training sessions until the debt has been cleared or conduct improves
- Withdrawal of skater from second team if he/she is a crossover
- Removal of skater from his/her team (the skater will not be able to attend competitions) until the debt has been cleared or conduct improves
- Development of a payment plan to recoup the debt – this will generally require an increase in the Club Member's standing order
- Move to a cheaper squad e.g. from Junior to Mixed Age
- Bans from NSSA training venues (NIC) or attending competitions with the team for parents/guardians/others until conduct improves over a prescribed amount of time

Stage 3

Dismissal

If conduct or performance is still unsatisfactory and the Club Member fails to reach the prescribed standards, dismissal will normally result.

The matter will be referred to the Chairperson who will establish a Disciplinary Committee and review the facts of the case.

A disciplinary meeting will be held to consider all the circumstances before a final penalty is implemented.

If appropriate the Chair will recommend dismissal action to the Management Committee. The Management Committee will take action based on the facts of the case.

The Club Member will be provided within 5 working days with written confirmation of dismissal, the date on which involvement terminates, and confirmation of the right of appeal.

Providing all items belonging to the club have been returned and the financial account is clear the bond will be returned. In the event the former Club Member owes NSSA money the bond will be retained by the club.

Stage 4

Gross misconduct

Certain types of misconduct are regarded as so serious as to warrant summary dismissal, regardless of previous record or service. Summary dismissal means dismissal without notice and will be confirmed in writing.

The following are examples of offences, which may be classified as gross misconduct:

- Theft or attempted theft of cash, products or services from the Club, its sponsors or other Club Members
- Serious breach of NSSA Club Policies, Procedures, Codes of Conduct, Responsibilities or Constitution
- Unauthorised use of, or wilful damage to premises or property
- Fraud or deliberate falsification of records
- Serious negligence or reckless behaviour which places themselves or other skaters at risk
- Serious breach of health and/or safety regulations
- Harassment or discrimination (e.g. on grounds of sex, race, disability or sectarianism, also including 'bullying')
- Any act of physical violence, or threatening behaviour, during the course of duties or connected with NSSA in any way
- Serious breach of confidentiality
- Serious or unacceptable incapability through alcohol or use of illegal substances
- Possession of illegal drugs or illegal substances
- Use of offensive or abusive language

- Serious breach of security
- Prolonged or unauthorised absence
- Failure to maintain membership with NISA after reminders or being struck off for professional misconduct

Right of Appeal

Club Members can appeal against disciplinary action taken by stating the reasons for the appeal in writing within 10 days of the receipt of written confirmation of the disciplinary action taken. All appeals should be directed to the Chair of the Management Committee who will then allocate a Committee Member to investigate the appeal.

The outcome of the appeal will be confirmed in writing.

In the event the Club Member is dissatisfied with the outcome of the appeal he/she can contact NISA www.iceskating.org.uk

NSSA Disciplinary Procedure Flow Chart

For full details please see the NSSA Disciplinary Procedure (available on the NSSA website)

Informal Stage

Squad Manager talks to the family to sort out conduct and/or finance issues.

We hope to resolve as many issues as possible through informal means.

Stage 1 Verbal Warning

If Things do not improve the Squad Manager will refer the issue for further investigation....

Conduct issues will be investigated by another committee member.

Finance issues will be investigated by the Treasurer.

A meeting to discuss the issues will be held with the family and agreements made are confirmed in writing.

Stage 2 Written Warning

If issues persist the Vice Chair will form a disciplinary committee.

A meeting to discuss the on-going issues will be held with the family.

Additional penalties may be imposed as necessary.

All written warnings and confirmation of penalties will be confirmed in writing.

Stage 3 Termination of Club Membership

For serious on-going misconduct and/or failure to pay charges due the Chair of the Management Committee will form disciplinary committee.

A meeting to discuss the on-going issues will be held with the family.

Recommendations for termination of Club Membership will be ratified by the committee.

Action taken will be confirmed in writing.

Stage 4 Gross Misconduct

Certain types of misconduct are regarded as so serious as to warrant summary dismissal, regardless of previous record or service. Summary dismissal means dismissal without notice and will be confirmed in writing.

Stage 5 Appeal to NISA