

The Pickleball Mississauga Association Code of Conduct Policy

The Pickleball Mississauga Association (PMA) is a members only pickleball association that aims to build an exciting, inclusive and friendly environment for everyone both on and off the courts. Respect, tolerance and sportsmanship for all members are our cornerstone principals.

1. PMA commits all members to adhere to the following:

- Treat all fellow members, guests, visitors and dignitaries with respect
- Harassment of any kind including verbal, physical or emotional is prohibited
- Do not use any form of profanity or inappropriate language
- Bullying and intimidation will not be tolerated
- Exercise due care with all facilities and equipment in use
- Act ethically and honestly during all Association interactions
- Treat all Association information with confidentiality

2. Board Members (Directors) are also required to:

- Respect confidentiality of all information received in the course of Association activities
- Represent the best interest of the Association
- Declare potential conflicts of interest
- Not make any public statements on behalf of the Association without Board approval
- At all times act in the best interests of PMA
- Act in a fiscally responsible manner in all Association decisions

3. Discipline and Complaint Resolution

All complaints against any member of the Association including visitors and guests of members, who you believe have violated the Code of Conduct, should be directed in writing (or email) to the President and Secretary of PMA (president@pickleballmississauga.com, secretary@pickleballmississauga.com). You also may notify any member of the Board in person where applicable who will take your concerns in writing and forward to the President.

Any violation of the Code of Conduct may be subject to disciplinary actions. The President will discuss the matter with the Board members and their decision will be rendered upon the offending member in writing (email). The decision may include but is not limited to:

- Corrective warning
- Suspension of membership
- Termination of membership

The Board of Directors decision on all matters of discipline or policy are considered final.

At times, members may have a complaint about either a particular member of the Board or the Board itself due to items such as Board votes, membership fees, or even a breach in the Code of Conduct. In these cases, all complaints should be detailed in writing and sent to the Association Ombudsman (ombudsman@pickleballmississauga.com). The Ombudsman will follow up and attempt to resolve the issue or in the case of a breach of the Code of Conduct against a particular Board member, the Ombudsman will bring the matter before the Board in a special meeting. The

Board will vote and deal with the matter in accordance with the Constitution and By-laws dealing with Board members.

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