



SOUTH AFRICAN FIGURE SKATING ASSOCIATION

Complaints, Grievances & Disciplinary Policy

SAFSA COMPLAINTS, GRIEVANCES AND DISCIPLINARY POLICY

1. Purpose

The purpose of this policy is to provide a clear, fair, and transparent framework for the lodging, assessment, investigation, adjudication, and appeal of complaints, grievances, and disciplinary matters within the South African Figure Skating Association (SAFSA).

This policy ensures:

- Procedural fairness and natural justice
- Timely resolution of disputes
- Consistent application of SAFSA rules and standards
- Protection of the rights of complainants and respondents

2. Scope

This policy applies to:

- All SAFSA members, officials, coaches, athletes, volunteers, and affiliates
- Complaints relating to alleged misconduct, breaches of the SAFSA Constitution, Rules, Codes of Conduct, or Disciplinary Regulations

3. Definitions

- Complainant: Any person submitting a formal complaint or grievance
- Respondent / Accused Member: The individual against whom a complaint is lodged
- R&R Committee: SAFSA Rules & Regulations Committee
- Chairman: Chairperson of the R&R Committee
- Panel: A disciplinary panel appointed to hear a matter
- Council: SAFSA Council
- President: President of SAFSA

4. Lodging a Complaint

4.1 Submission

All complaints must be submitted via the approved **online SAFSA complaint form.**

4.2 Required Information

A complaint must include the following:

Complainant Information

- Full name and surname
- Contact details (phone and email)
- Relationship to SAFSA

Respondent Information

- Name of accused member
- Role or position in SAFSA
- Club, province, or affiliation

Incident Details

- Date, time, and location of incident
- Detailed description of alleged misconduct
- Identification of rules or regulations allegedly breached

Evidence and Witnesses

- Supporting documents or recordings (if available)
- Witness details (if applicable)

Resolution Attempts

- Details of any informal resolution attempts

Requested Action

- Desired outcome (e.g. warning, investigation, hearing)

Declaration

- Confirmation of accuracy and consent for use of information

5 Initial Assessment and Allocation

5.1 Receipt of Complaint

- The Chairman of the R&R Committee receives the complaint and all supporting material.

5.2 Allocation

- The Chairman has 7 days to allocate the matter for consideration.
- If not allocated within this period, the Chairman will receive a reminder after 2 days.

5.3 Escalation

- Where the Chairman does not allocate the matter in time, the SAFSA President is notified to decide on initiation and allocation.

6 Preliminary Review

6.1 Decision to Initiate Proceedings

- The R&R Chairman and Committee must decide within 7 days whether to:
 - Dismiss the complaint
 - Resolve it informally where appropriate
 - Initiate a disciplinary process

6.2 Communication

- The Chairman communicates the outcome to both the complainant and respondent within 3 days of the decision.

7 Formal Disciplinary Process

7.1 Notice of Charges

- Where formal proceedings are initiated, the Chairman communicates formal charges to the respondent within 7 days.

7.2 Respondent's Response

- The respondent must submit a written response within 14 days of receiving the charges.

7.3 Plea

The respondent may plead:

- Guilty
- Not Guilty
- Partially Guilty

8 Outcomes Based on Plea

8.1 Guilty or Partially Guilty Plea

- The Chairman and two R&R Committee members impose appropriate sanctions.
- Sanctions are communicated to the respondent within 7 days.

8.2 Not Guilty Plea

- The Chairman appoints a disciplinary panel and notifies the respondent of a formal hearing within 14 days.
- The disciplinary hearing must take place within 30 days of panel appointment.
- The panel deliberates and reaches a verdict.

8.3 Verdict Communication

- The R&R Chairman and Panel communicate the verdict to the Chairman, complainant, and respondent within 3 days.

9 Appeals Process

9.1 Right to Appeal

- The complainant or respondent may lodge an appeal within 21 days of the decision.

9.2 Appeal Assessment

- The R&R Chairman initiates the appeals process.
- An external panel of two independent persons is appointed within 7 days.
- The panel evaluates the appeal within 21 days and submits findings.

10 Council Appeal Review

10.1 Council Consideration

- Appeal documentation is submitted to the President and Council.
- The President and Council review the information within 14 days.

10.2 Council Decision

- Council votes via a round-robin online process within 14 days.

10.3 Final Notification

- The President communicates the final decision to the complainant and respondent in writing within 3 days.

10.4 Finality

- The Council decision is final and binding.
- The case is formally closed.

11 Confidentiality

All complaints, proceedings, and decisions must be handled with strict confidentiality, subject to SAFSA governance obligations and applicable law.

12 Policy Review and Authority

This policy is approved by SAFSA Council and may be reviewed or amended as required to ensure alignment with:

- SAFSA Constitution
- Disciplinary Regulations
- Best governance and fairness standards

Approved by: SAFSA Council

Effective Date: 1 July 2026