

NCRRL Discipline & Complaints Policy



Aligned with [Ringette Ontario Discipline & Complaints Policy \(2024\)](#) & [NCRRL Rules & Regulations](#).

1. Purpose

The National Capital Region Ringette League (NCRRL) is committed to maintaining a safe, respectful, and fair environment for all participants. This policy establishes:

- How NCRRL reviews conduct concerns and supplementary discipline
- How complaints are submitted, classified, and resolved
- How NCRRL aligns with Ringette Ontario's Discipline & Complaints Policy (2024)

Where NCRRL procedures do not explicitly address an issue, Ringette Ontario (RO) policy prevails.

2. Commitment to Safe Sport

NCRRL is committed to:

- Protecting vulnerable participants
 - Ensuring fair, transparent processes
 - Promoting respectful behaviour
 - Supporting education and awareness
 - Maintaining a safe sport environment for all
-

3. Committee Structure

The NCRRL Disciplinary Committee consists of three to five members, appointed annually before the first league game:

- NCRRL President
- NCRRL Vice-President (Chair; votes only in a tie)
- NCRRL RIC or designate
- Division Convener for the implicated age group
- One member-at-large
- Additional NCRRL Executive members may be appointed as required or if a conflict of interest exists

4. Scope of Review

The NCRRL Disciplinary Committee reviews:

4.1 League-Level Conduct

Incidents occurring:

- During NCRRL league games
- In conjunction with Ringette Quebec for games played in the LERQ (Ligue Elite de Ringette Quebec) or LRQ (Ligue de Ringette du Quebec) as applicable.
- During sanctioned exhibition games
- During NCRRL meetings, or events

4.2 Supplementary Authority & Additional Sanctions

- The NCRRL Disciplinary Committee may review incidents where no on-ice penalty was assessed if the behaviour created or contributed to an unsafe, hostile, or disruptive environment for players, officials, coaches, spectators, or volunteers.
- This authority applies to actions by players, coaches, bench staff, team personnel, or spectators, regardless of whether the behaviour was observed or sanctioned by game officials.
- Following review, the Committee may apply NCRRL-specific supplementary discipline-including suspensions or other sanctions-when the severity of the behaviour warrants action beyond both the minimum requirements of Ringette Canada or Ringette Ontario and the standard NCRRL disciplinary levels already established for other infractions.
- The Committee may increase sanctions above those mandated by provincial or national bodies when necessary to protect participant safety and uphold league standards.
- The Committee cannot reduce, overturn, or lessen any disciplinary decision issued by Ringette Canada, Ringette Ontario, or any affiliated governing body.

4.3 Matters NOT Reviewed

The Committee does not review:

- Referee judgment calls (major/minor penalties)

-
- Goals, disallowed goals, crease violations, shot clock issues, blue line violations

4.4 Jurisdiction

- NCRRL handles minor-moderate conduct issues
- Complaints involving any alleged breaches of Ringette Ontario's policies, by-laws, rules or regulations that relate to Safe Sport, and/or abuse or maltreatment in sport will be referred to the applicable Association for escalation to Ringette Ontario.

5. Submitting a Complaint

5.1 Who May Submit

Complaints may be submitted by:

- A team's NCRRL Division Convenor
- A participant's home association
- Complaints submitted by managers, assistant coaches or parents will not be entertained, regardless of that person's involvement with the sport.

Complaints may be submitted to the NCRRL Vice-President - vp@ncrrl.on.ca

5.2 Complaint Requirements

Complaints must:

- Be submitted in writing
- Be filed within 5 days of the incident
- Submissions must not be filed until at least twenty-four (24) hours after the event, allowing time for emotions and excitement to settle.
- Include a description of the incident and parties involved
- NCRRL acknowledges receipt within 2 days

Anonymous and verbal complaints may be accepted at NCRRL's discretion.

5.3 Cool-Off Period (24 Hours)

To ensure objective and respectful reporting, all complaints are subject to a mandatory 24-hour cool-off period following the incident. This period allows emotions and excitement to settle

before formal submission. Submissions filed before the cool-off period has elapsed may be returned for resubmission once the 24-hour period is complete. This requirement applies to all individuals and associations submitting complaints.

5.4 Officiating Complaints

- If a team has concerns regarding the officiating of an NCRRL game, it is important that proper communication channels are followed for Officiating Development to follow-up on the issue.
- Any complaints regarding incidents that occur during league games must be submitted by the Head Coach, in writing to the NCRRL Referee in Chief (RIC)
ncrrl_ric@ncrrl.on.ca.
- Complaints submitted by managers, assistant coaches or parents will not be entertained, regardless of that person's involvement with the sport. The NCRRL RIC will liaise with the Eastern Region Officiating Coordinator to follow-up on the concern appropriately.

6. Classification of Complaints

NCRRL follows Ringette Ontario's two-process system:

6.1 Process 1 - Minor to Moderate Infractions

Examples:

- Disrespectful conduct
- Minor physical contact
- Noncompliance with league rules
- Minor Code of Conduct violations
- Spectator behaviour concerns

Possible outcomes:

- Education conversation
- Written warning
- Referral to home association
- NCRRL hearing (if required)

6.2 Process 2 - Major Infractions

The following behaviours are classified as major infractions across all NCRRL policies. These matters fall under Ringette Ontario's jurisdiction and are forwarded by way of the applicable Association to Ringette Ontario for review.

Major infractions include:

- Abuse or maltreatment (physical, psychological, or sexual)
- Harassment, including racist, sexist, homophobic, transphobic, degrading, or malicious behaviour
- Discrimination of any kind
- Bullying that is severe, repeated, targeted, or involves abuse of power
- Hazing, including subtle, harassing, or violent forms
- Major acts of violence, including fighting, assault, or deliberate attempts to injure
- Criminal behaviour, including threats, extortion, stalking, or any conduct that may violate law
- Alcohol or drug misuse involving minors
- Sexual misconduct or sexualized communication
- Boundary transgressions, grooming, or exploitation
- Actions that endanger the physical or emotional safety of others
- Abuse of officials, including physical contact, threats, intimidation, or severe verbal abuse
- Conduct involving a vulnerable participant or power imbalance
- Repeated or escalating misconduct after prior warnings or sanctions
- Retaliation against individuals who report concerns
- Interference with investigations, manipulation of processes, or knowingly false reports
- Behaviour that significantly damages the reputation of Ringette Ontario or NCRRL

These infractions require immediate escalation to Ringette Ontario and are not handled at the NCRRL level.

7. Minors and Youth Participants

When a complaint, or disciplinary matter involves a minor, the NCRRL follows enhanced protections consistent with Ringette Ontario's Discipline & Complaints Policy.

- A parent/guardian or designated representative must participate in all communications.
- Minors are not required to attend hearings, interviews, or meetings.
- No negative inference may be drawn if a minor does not participate directly.
- All communication will be directed to the minor's representative unless the minor is over the age of majority and chooses otherwise.
- The Committee will consider the minor's age, developmental stage, and vulnerability when reviewing evidence or determining sanctions.
- Matters involving minors may be escalated to Ringette Ontario when additional safeguards or provincial oversight are required.

These protections apply to athletes, youth officials, and any minor participant involved in NCRRL activities.

8. Reporting and Tracking of Serious Penalties - Misconduct, Match or Excessive Penalty Minutes Accumulation

8.1 Officials

When a player or coach is ejected from a game (excessive penalty minutes, Misconduct or Match penalty), referees must

- complete a write-up in RAMP and
- notify the league or tournament (email or text) RIC as soon as possible after the game.

8.2 Reporting Requirements

The head coach or manager from **both teams** are expected to submit their report within 24 hours or prior to the next scheduled game of the offending team to **both**:

- The NCRRL using the email: info@ncrrl.on.ca
 - This will notify the NCRRL President, Discipline Chair and Statistician
- The Respective Association President of the team assessed the penalty.

8.3 Included in the report:

- Date, time and location of game
- Names of both teams
- Player/bench staff involved
- Penalty assessed (Misconduct or Match)
- Brief description of what happened

8.4 Non-Compliance of reporting requirement:

- Coaches: Coaches who do not comply with the above rule will be suspended for the same length of time as the player(s) or coaching staff involved.

9. Regulations

9.1 Administrative Responsibility

- Tournament games: Ringette Ontario
- League games & NCRRL Championships: NCRRL
- LERQ/LRQ offences: NCRRL + Ringette Quebec

9.2 Hearing Timelines

If a discipline committee hearing is required, it must be convened within ten (10) days of the penalty.

9.3 Participation Restrictions

Individuals required to appear before a hearing panel may not participate in sanctioned games until the review process is complete and all assessed penalties and supplementary discipline, if applicable, has been served.

9.4 Annual Review

All discipline thresholds are reviewed annually; changes posted on ERRR/NCRRL websites.

9.5 Automatic Reviews

Automatic review and possible hearing occur when:

- Any match penalty
- Any misconduct penalty (automatic next-game suspension per RO rules)
- A player accumulates 10 minutes in a single game (automatic ejection + suspension)
- Three unsportsmanlike conduct penalties in a season
- Three major penalties in a season
- A player accumulates 40 minutes total penalties in league play

9.6 Convenor Notification

Convenors will notify coaches and association presidents when a player reaches 30 total penalty minutes.

10. Team Penalty Thresholds

10.1 Threshold Criteria

A team is flagged when both of the following conditions are met:

- Averaging more than 10 penalty minutes per game
- Averaging 50% more penalty minutes than the division average

10.2 First Step

Convener contacts the Head Coach and Association President, by email, to reduce penalties.

10.3 Second Step

If no improvement, the Head Coach and President must meet with the NCRRL Discipline Committee; Head Coach may face discipline.

11. Respect of Officials

11.1 Overview

- The NCRRL and ERRRA take very seriously any complaints regarding abuse of officials by coaches, players, and parents.

- All code of conduct issues fall under the [Ringette Ontario Code of Conduct and Ethics Policy](#) and the NCRRL Discipline & Complaints Policy.
- Any incident involving officials falls under the jurisdiction of the NCRRL and ERRR.
- Please refer to the NCRRL Respect of On-Ice Officials Policy for details. [Respect of On Ice Officials Policy](#) along with Section 12: NCRRL Discipline Matrix - Offenses against Officials

11.2 Reporting Procedure

The following procedure shall be followed when incidents of abuse and harassment occur against an official:

11.2.1 Officials are to notify the NCRRL RIC at ncrrl_ric@ncrrl.on.ca within 24 hours of an incident occurring.

11.2.2 Once a complaint has been submitted, the person who is implicated in the complaint shall not be allowed on the bench until the issue is resolved at the NCRRL and/or ERRR level.

11.2.3 The complaint must be found to be non-frivolous - supported by other bench staff, minor officials, head coach or a member of any executive board.

11.2.4 As with other disciplinary matters, investigation and potential hearing will happen as soon as is reasonably possible.

12. NCRRL Discipline Matrix - Offenses against Officials

NCRRL Colour-Coded Discipline Matrix – Final 09/14/2026

The Penalties Matrix defines consequences associated with physical and non-physical offenses against Referees.

NON-PHYSICAL OFFENSES of gross misconduct, abuse and/or assault. Automatic minimum game suspension.

NON-PHYSICAL*	MIN. # OF GAMES ADULT OFFICIAL	MIN. # OF GAMES YOUTH TO YOUTH OFFICIAL	MIN. # OF GAMES ADULT TO YOUTH OFFICIAL
Minor unsportsmanlike conduct, disrespectful tone, frustration gestures	Warning; unsportsmanlike penalty	Warning; unsportsmanlike penalty	Warning; unsportsmanlike penalty; may escalate to misconduct if intimidating.
Persistent arguing, Insulting, Belittling, Insinuating or Taunting Behavior Undermining Referee Authority, Pre/Post Game Confrontation	Misconduct penalty; 1 game suspension	Misconduct penalty; 1 game suspension	Misconduct penalty; 2 game suspension + review by discipline committee
Harassment, Intimidation, Retaliation, Abusive, or Threatening (Non-Physical) Language	Match penalty; 3-5 game suspension + review by discipline committee; hearing	Match penalty; 3-5 game suspension + review by discipline committee; hearing	Match penalty; 2 game suspension + 3-5 game suspension + review by discipline committee; hearing
Aggression, Attacking, Derogatory, Cyberbullying, Doxing or Threatening (Physical / Violence) Language, Offensive or Discriminatory Act	Match penalty; 3-5 game suspension + Escalated to RO Independent Review Party	Match penalty; 3-5 game suspension + Escalated to RO Independent Review Party	Match penalty; 2 game suspension + 3-5 game suspension + Escalated to RO Independent Review Party

PHYSICAL OFFENSES of gross misconduct, abuse and/or assault. Automatic minimum game suspension.

PHYSICAL	MIN. # OF GAMES ADULT OFFICIAL	MIN. # OF GAMES YOUTH TO YOUTH OFFICIAL	MIN. # OF GAMES ADULT TO YOUTH OFFICIAL
Minor or Slight Deliberate Touching	Match penalty; 3-5 game suspension + review by discipline committee; hearing	Match penalty; 3-5 game suspension + review by discipline committee; hearing	Match penalty; 2 game suspension + 3-5 game suspension + review by discipline committee; hearing
Pushing, Grabbing, Pulling, Squeezing, Pinching, Lightly Slapping, Use of Object in Non-Striking Manner, or Physical Property Damage	Match penalty; 3-5 game suspension + Escalated to RO Independent Review Party	Match penalty; 3-5 game suspension + Escalated to RO Independent Review Party	Match penalty; Indefinite suspension + Escalated to RO Independent Review Party
Hitting, Punching, Elbowing, Kicking, Biting, Spitting, Choking, Tackling, Throwing or Use of Object or Any Part of Body (Forearm, Knee, Head) in a Striking Manner	Match penalty; Indefinite suspension + Escalated to RO Independent Review Party	Match penalty; Indefinite suspension + Escalated to RO Independent Review Party	Match penalty; Indefinite suspension + Escalated to RO Independent Review Party

Automatic Penalties Simple Summary

Misconduct Penalties

- **1st offense:** 1 game
- **2nd offense:** 3 games
- **3rd offense:** 5 games
- **4th offense:** Indefinite, pending RO hearing

Match Penalties

- **During play:** 2 games (NCRRL) + 1 game (RC) = **3 games minimum**
- **After game:** 3 games (NCRRL) + 1 game (RC) = **4 games minimum**

Multiple Match Penalties

- **2nd match:** 5-6 games
- **3rd match:** 10-12 games or remainder of season

13. Hearing Requirements

A formal hearing is required when:

- A match penalty penalty is assessed
- Bench staff behaviour requires review
- NCRRL determines a Process 1 matter requires escalation

Hearings occur within 10 days of the triggering incident.

13.1 Hearing Participants

- Respondent
- Home Association representative of the Respondent
- Away Association representative if applicable
- Hearing Panel members
- Other witnesses as deemed necessary

13.2 Hearing Panel Composition

Formal hearings will be conducted by the NCRRL Disciplinary Committee, sitting as the Hearing Panel. The Panel's composition, responsibilities, and decision-making processes follow the same format and requirements outlined for the Disciplinary Committee.

13.3. NCRRL will provide the Respondent with:

- A written notice of the complaint, including:
 - The nature of the allegation(s)
 - The relevant NCRRL or RO policy sections
 - The process being used (Process 1 or Process 2)
- A summary of the facts, sufficient for the Respondent to understand the allegation
- Evidence NCRRL is permitted to share, such as:
 - Witness statements (redacted to remove identifying details when necessary)
 - Game sheets or official reports
 - Media evidence (photos, videos, screenshots) that do not compromise the identity of minors or uninvolved individuals
- Timelines for response

- Instructions for submitting their response

13.4 Respondent submissions to NCRRL

The Respondent may provide:

- If the respondent is a minor, please refer to Section 7. Minors and Youth Participants of this policy.
- A written response to the allegation(s)
- Any relevant evidence, such as:
 - Witness statements
 - Media evidence (photos, videos, screenshots)
 - Documentation supporting their account
- Names of individuals they believe NCRRL should contact for clarification
- Any request for accommodations (e.g., accessibility needs)

All submissions must be provided within the timeline set by NCRRL.

14. Disciplinary Actions

Sanctions may include:

14.1 Education & Warnings

- Verbal or written warning
- Required training or education

14.2 Suspensions

Suspensions may apply to:

- NCRRL league games
- Exhibition games
- Tournament play (recognized under Ringette Ontario reciprocation)

14.2.1 Suspension rules follow [NCRRL Playing Rules](#) document:

- Misconduct Penalties - Automatic 1-game suspension.

-
- Refusal by player to leave the arena after being ejected - team forfeits the game (Rule 20.10.c Ringette Canada Rule Book)
 - Match Penalties - 3-5 game suspensions depending on timing.
 - Excessive Penalties
 - Coaches: Team accumulated 30 minutes -- + 1-game suspension.
 - Players: Individual accumulated 10 minutes - ejection+ 1-game suspension.

14.3 Bench Staff Sanctions

- Removal from bench
- Suspension from coaching duties
- Refusal by bench staff to leave the arena after being ejected - team forfeits the game (Rule 20.10.c Ringette Canada Rule Book)
- Additional sanctions for abuse of officials or failure to control bench

14.4 Severe Sanctions

- Suspension from NCRRL activities
- Eligibility restrictions
- Expulsion (Ringette Ontario involvement required)

15. Communication & Confidentiality

- NCRRL provides written decisions to involved parties
- Decisions involving minors are not published
- All suspensions are shared with Associations and Ringette Ontario.
- All records are stored securely

16. Appeals

16.1 NCRRL Managed Matters

Appeals may be submitted through the home Association to the NCRRL President.

16.2 Ringette Ontario Managed Matters

Appeals follow Ringette Ontario's provincial appeal structure

17. Detailed Infraction & Discipline Guide

This section combines NCRRL expectations with Ringette Ontario discipline structures to provide a clear, rink-side reference.

17.1 Types of Infractions

A. Sportsmanship & Respect Infractions

- Disrespectful communication toward officials
- Yelling, berating, or confrontational behaviour
- Questioning calls inappropriately
- Intimidation or perceived intimidation
- Approaching officials after the game
- Harassment (offensive, racist, sexist, degrading comments)
- Patronizing or condescending behaviour
- Bullying or repeated negative behaviour
- Unsafe emotional environment
- Abuse of authority (especially toward minor officials)

B. Game Play Infractions

- Misconduct penalties
- Match penalties
- Major penalties
- Excessive penalties (10 minutes for players, 30 team minutes for coaches)

C. Bench Staff Infractions

- Leaving the bench to confront officials
- Inciting players or spectators
- Unsportsmanlike conduct
- Failure to maintain control of the bench
- Using profane or inappropriate language

17.2 Misconduct Penalties

17.2.1 A misconduct penalty results in a next game suspension regardless of when the player or coaching staff received it and is subject to review by the Home Association of the offending player(s) and/or coaching staff and may be subject to a League Disciplinary Hearing.

17.2.2 Recurrence in the same season by the same player or same coaching staff shall result in an automatic two (2) game suspension and be subject to a League Disciplinary Hearing.

17.2.3 Per Ringette Ontario [Competition Playing Rules](#) article 4.8: When a bench staff is asked to leave a game and no penalty is recorded on the game sheet, they are considered to have been assessed a misconduct penalty and they will be suspended for the next regularly scheduled game.

17.3 Match Penalties

17.3.1 Match Penalties will result in:

- Automatic three (3) game suspension if received during the game.
- Automatic five (5) game suspension if received after the game or after the player in question has been asked to leave the ice and return to the dressing room.

17.3.2 The occurrence of a match penalty will automatically be subject to a League Disciplinary Hearing.

17.3.3 Re-occurrence by the same player or same coaching staff of (a) results in an automatic five (5) game suspension and of (b) results in an automatic ten (10) game suspension and is subject to a League Disciplinary Hearing.

17.3.4 All hearings are to be convened within ten (10) days of the penalty being assessed.

17.3.5 All game suspensions are to be served in the next one (1), two (2), three (3), or more consecutive number of games depending upon the number of suspended games.

NOTE: If there is a tournament that the player's team is registered in, which occurs during the period of the suspension, the player will have to serve the suspension during the tournament until the suspension is complete. This is monitored between the NCRRL, ERRRA, and Ringette Ontario.

17.4 Specific Match Penalty Suspensions

Action	Suspension Length (# of Games)
Hair pulling	3
Facemasking	3
Head-butting	3
Spearing	4
Butt-ending	4
Stick swinging	4
Kicking	4
Deliberate attempt to injure	4
Fighting	4
Instigating	2
Abuse of officials - excessive verbal	2
Abuse of officials - minimal physical (touch/brush)	3
Abuse of officials - moderate physical (push)	5
Abuse of officials - excessive physical (punch/push causing fall)	7

17.5 Suspension Rules

- Suspensions must be served in regularly scheduled games.
- Exhibition games only count as servable games if scheduled in RAMP before the incident.
- Suspensions carry across seasons.
- Suspended individuals may attend practices unless otherwise stated.
- Suspended individuals may not be on the bench.

17.6 Major Infractions - Escalated to Ringette Ontario

The following behaviours are classified as major infractions across all NCRRL policies. These matters fall under Ringette Ontario's jurisdiction and are forwarded by way of the applicable Association to Ringette Ontario for review.

Major infractions include:

- Abuse or maltreatment (physical, psychological, or sexual)
- Harassment, including racist, sexist, homophobic, transphobic, degrading, or malicious behaviour
- Discrimination of any kind
- Bullying that is severe, repeated, targeted, or involves abuse of power
- Hazing, including subtle, harassing, or violent forms
- Major acts of violence, including fighting, assault, or deliberate attempts to injure
- Criminal behaviour, including threats, extortion, stalking, or any conduct that may violate law
- Alcohol or drug misuse involving minors
- Sexual misconduct or sexualized communication
- Boundary transgressions, grooming, or exploitation
- Actions that endanger the physical or emotional safety of others
- Abuse of officials, including physical contact, threats, intimidation, or severe verbal abuse
- Conduct involving a vulnerable participant or power imbalance
- Repeated or escalating misconduct after prior warnings or sanctions
- Retaliation against individuals who report concerns
- Interference with investigations, manipulation of processes, or knowingly false reports
- Behaviour that significantly damages the reputation of Ringette Ontario or NCRRL

These infractions require immediate escalation to Ringette Ontario and are not handled at the NCRRL level.

18. Sanction Reference Authority

Where sanction ranges, suspension lengths, or discipline tables differ across NCRRL documents, the **NCRRL Discipline & Complaints Policy** is the authoritative source. All NCRRL policies defer to the **NCRRL Discipline & Complaints Policy** for final sanction values, automatic suspension requirements, match penalty ranges, excessive penalty thresholds, and any discipline criteria derived from Ringette Ontario or Ringette Canada rules. If discrepancies arise between documents, the discipline guidelines contained in the **NCRRL Discipline & Complaints Policy** shall prevail.

19. Policy Review

This policy is reviewed annually or when Ringette Ontario updates its Discipline & Complaints Policy.

20. Ringette Ontario Rules

Full provincial rules:

[https://ringetteontario.com/wp-content/uploads/2025/08/Competition-Playing-Rules 2025-2026-FINAL.pdf](https://ringetteontario.com/wp-content/uploads/2025/08/Competition-Playing-Rules-2025-2026-FINAL.pdf)
