



1. Policy Information

Policy Title	BYC Code of Conduct and Complaints Process
Policy Number	2025.02
Date Created	2025.10.01
Date Last Reviewed	2025.10.01
Review Frequency	Annually
Approved By	BYC Board of Directors (2025)
Approval Date	2025.10.15

2. Purpose

This policy aims to provide a clear and accessible **Britannia Yacht Club (BYC) Code of Conduct**, based on key principles from **Sail Canada's Safe Sport Policy** – as adopted by BYC – and adapted to reflect the unique needs and operations of the Club across all areas.

This serves as a simplified summary, presenting a streamlined Code of Conduct that is easier to read, understand, and apply within the context of the Britannia Yacht Club.

The policy also outlines the **Complaints Process for submitting a complaint** in the event of a suspected violation of the Code of Conduct.

The complaints process described herein applies specifically to Code of Conduct issues. Complaints regarding operational matters – such as service quality, hours of operation, or other administrative matters – should be directed to the General Manager of BYC.

3. Scope

This policy applies to all individuals within the Britannia Yacht Club (BYC) including:

- **Members** of all membership categories.
- **Staff**, including permanent, part-time and casual employees.
- **Guests** of members or staff, with hosts remaining responsible for the conduct of their guests.

4. Code of Conduct Policy Statement

Implicit within this Code of Conduct is the expectation that all individuals subject to the policy fully comply with BYC's By-Laws, regulations, policies, and procedures, as well as local, municipal, provincial, and federal laws.

As a general guide to expected behaviour across all areas of the Britannia Yacht Club, including sailing, social events, dining, courts and other activities, the BYC Code of Conduct is:

Core Principles

- **Respect and Inclusion** – Treat everyone with dignity and fairness, fostering an environment where all individuals feel welcomed, valued, and included, regardless of background, identity, or role.
- **Safety** – Promote a safe environment, free from abuse, harassment, and discrimination.
- **Integrity** – Act honestly and responsibly, upholding the reputation of the Club.
- **Accountability** – Members take responsibility for personal behaviour and decisions.

Prohibited Behaviours: The following behaviours are strictly prohibited:

- Harassment, bullying, or abuse of any kind (verbal, physical, sexual, psychological).
- Discrimination based on race, gender, religion, age, ability, or any protected characteristic.
- Hazing, humiliation, or initiation practices.
- Misuse of alcohol, cannabis, or other substances, particularly where safety is affected.
- Violence, intimidation, or threats.
- Misuse of Club facilities, property, or social media in ways that harm others or the club.

Member and Staff Responsibilities: All individuals at BYC are expected to:

- Respect boundaries in personal and professional relationships.
- Communicate appropriately—in person and online.
- Protect the privacy of members, staff, and guests.
- Report concerns when behavior does not meet expectations.

5. Dispute Resolution

The Britannia Yacht Club supports individuals seeking to resolve their own conflicts and recognizes that, in many cases, disputes can be resolved directly and quickly in an informal way. In situations where direct action by individuals may be inappropriate or unsuccessful, we support the principles of Alternate Dispute Resolution (ADR) to resolve disputes, which can be achieved through negotiation, facilitation, and mediation. ADR avoids the uncertainty, costs, and other negative effects associated with lengthy appeals, complaints or with litigation.

The Britannia Yacht Club encourages all individuals to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. BYC believes that negotiated settlements are usually preferable to arbitrated outcomes. Negotiated resolutions to disputes with and among individuals are strongly encouraged. If all Parties to a dispute agree to Alternate Dispute Resolution, a mediator or facilitator acceptable to all Parties shall be appointed to mediate or facilitate the dispute. The costs of mediation and facilitation shall be borne by the Parties, unless otherwise agreed to with the Britannia Yacht Club.

6. Complaint Process

Any individual who wishes to report a suspected violation of the Code of Conduct should follow the process below:

Employment Related Complaints:

- Refer to the BYC HR Policy and complaints process.

Sailing and Other Club-Related Complaints:

- Send an email to **commodore@byc.ca** with the following information:
 - Identification of whether this is a Sports-Related Complaint OR a Club-Related Complaint
 - Full contact details of the complainant and the names of the individuals involved
 - Date, location, and description of the incident
 - Desired resolution or outcome

7. Response Process and Timing

The BYC Board of Directors is committed to resolving Code of Conduct-related complaints in a fair, respectful, and timely manner.

8. Disciplinary Action and Procedure

For a full description of the disciplinary process, please refer to the applicable BYC By-law, Sail Canada Safe Sport Policy provisions and the Ontario Not-for-Profit Corporations Act.

Any BYC member found by the Board of Directors to be in violation of its Code of Conduct, By Laws, regulations, policies, or procedures may have their membership privileges suspended or terminated.

Any costs incurred by the Club as a result of disciplinary action (e.g., removal of a boat) will be the responsibility of the member.

9. Protection from Retaliation

The Code of Conduct provides the following protection to all individuals:

- Retaliation against individuals who submit good-faith complaints is strictly prohibited in order to encourage the reporting of misconduct without fear of reprisal.

10. Related Policies or Regulations

This policy is related to and will be applied in conjunction with the following:

- The current version of the BYC By-Laws in effect.
- The current version of the BYC Regulations in effect.
- The “Britannia Yacht Club (BYC) Sail Canada Safe Sport Policy”
- The “Britannia Yacht Club (BYC) Information Security and Privacy Policy”

Current versions of these documents are accessible via the official BYC website at <https://byc.ca>.

11. Revision History

Version	Date	Summary of Modifications	Approved By
2025.10.15	2025.10.15	Initial policy adoption.	BYC Board of Directors (2025)