



Policy Statement

The St. John's Soccer Club (SJSC) goal is to provide a positive soccer experience for all stakeholders involved with the club. Even with a dedicated leadership team, generous volunteers, and hard-working staff there are sometimes occurrences of a serious nature that need to be addressed formally and promptly by the club.

SJSC takes situations in which someone is offended, made to feel uncomfortable or intimidated or are put in a precarious position very seriously, as these situations can often be very upsetting and affect the relationship between those involved and the club.

The SJSC is committed to hearing, investigating and ensuring proper action is taken in the event of a serious occurrence. This policy has been created to outline the serious occurrence reporting process to address situations where an unwelcome conduct or communication creates an intimidating, hostile or offensive environment.

GLOSSARY OF POLICY TERMS

Serious Occurrences

A serious occurrence is defined as a situation in which inappropriate behaviour or unwelcome conduct is displayed in association with an SJSC program.

Inappropriate behaviour/unwelcome conduct is defined as follows:

➤ ☐ Comments, conduct, or gestures directed toward an individual or group of individuals which is insulting, intimidating, humiliating, malicious, degrading and/or offensive in nature.

Criminal Misconduct

Allegations of criminal misconduct or suspected player abuse will be reported to law enforcement.

Confidentiality

Every effort will be made to preserve confidentiality and protect the privacy of those involved in the investigation to the extent the investigative process allows.

Retaliation

Retaliation against any person involved in the complaint process is prohibited by the SJSC and will result in disciplinary action. This includes individuals who initiate complaints, persons against whom a complaint has been filed, players, and witnesses.

Reporting Procedure

The SJSC has developed and implemented a formal procedure for receiving, investigating and resolving complaints. The procedure will include reasonable and prompt time lines.

The SJSC – Youth Committee are responsible for receiving, investigating and resolving complaints.

Policy Review, Training and Usage Reporting

This Serious Occurrence Policy will be included in SJSC staff and volunteer orientations. The Policy and its related forms will be made available to all staff, players, parents, referees and volunteers via SJSC website and will be included in all program manuals.

This policy will be reviewed annually by SJSC – Youth Committee, and periodic staff training regarding this policy and reporting procedure will be scheduled throughout the year. The Youth Committee will recommend changes to the program, if applicable, at that time.

Reporting Procedure

If a member, parent, volunteer, player or employee believes he/she has been exposed to an inappropriate behaviour or an unwelcome conduct, he/she should bring this problem to the immediate attention of the SJSC – Youth Committee by completing the Serious Occurrence Report Form. This form should be submitted within 48 hours of the incident to ensure clarity and consistency in the report.

The completed Serious Occurrence Report Form should be submitted via one of the following ways:

- I. In person – Please submit the completed form in a sealed envelope, attention SJSC – Youth Committee. Please address the envelope to the St. John’s Soccer Club – Youth Committee.
- II. Via email – Please email a copy of the completed form to the SJSC – Youth Committee.

Please be reminded that retaliation of any kind is strictly prohibited and may result in disciplinary action.

Investigation

All Serious Occurrence reports will be investigated as soon as reasonably possible and may consist of personal interviews with the complainant(s), the alleged perpetrator(s), and witnesses to the alleged incident(s). Please reference SJSC Serious Occurrence Report Review and Resolution Process for detailed steps regarding how claims are processed internally.

Resolution of Claim

Upon completion of the investigation, SJSC – Youth Committee will determine if an inappropriate behavior or an unwelcome conduct did in fact occur and recommend an appropriate resolution for the complaint. The complainant will be given a Written Notification of Resolution describing the actions to be taken to stop the inappropriate behavior or an unwelcome conduct.

The complainant may be advised of ways to resolve the problem on his/her own including, but not limited to:

- I. Meeting the individual in person and describe the inappropriate behavior or unwelcome conduct, how it makes him/her feel, and requesting that the behavior stop.
- II. Writing the individual and describe the inappropriate behavior or unwelcome conduct, how it makes him/her feel, and requesting that the behavior stop.
- III. Asking the SJSC – Youth Committee to meet the individual and request the behavior to stop.

If the complainant(s) find(s) the resolution acceptable, the Youth Committee or designee will follow up with the complainant to ensure that the problem has in fact been resolved. A confidential copy of the complaint and resolution will be filed with SJSC.

If the complainant(s) find(s) the resolution unacceptable, the Youth Committee or designee will follow up with a meeting between the parties to explore potential resolutions to the satisfaction of all parties involved and will work with both parties to ensure a reasonable resolution is reached.

If you have any questions regarding the St. John's Soccer Club Serious Occurrence Policy, Reporting Form or Review and Resolution Process, please contact SJSC – Youth Committee via email or by phone at 709-576-8041.

Serious Occurrence Report Form



The information revealed in this statement has been provided without restraint and I understand the content maybe disclosed to other parties if required. Formal complaint must be completed in writing to the St. John’s Soccer Club (SJSC) – Youth Committee using this Serious Occurrence Report Form.

All the information contained below must be completed.

Name: _____

- Parent(s) Volunteer Player SJSC Employee Witness

Circumstances Surrounding the Allegation(s)	
Name of Accused:	
Relationship with Complainant:	
Time(s) of the Incident(s):	
Dates:	
Location(s) where the Alleged Incident(s) would have taken place:	
Name of Witness (1):	
Name of Witness (2):	
Name of Witness (3):	

STATEMENT – please provide a detailed description of the inappropriate behavior or conduct:

Serious Occurrence Review and Resolution Process



INVESTIGATION PROCESS

Step 1	Receiving the Official Complaint
Step 2	Notify the Executive Director Immediately
Step 3	Planning the Investigation
Step 4	Conducting the Interviews/Gathering of Evidence
Step 5	Analyzing the Information and Evidence Gathered
Step 6	Documenting the Investigation
Step 7	Complete the Investigation Report

STEPS IN PLANNING

Identify the Allegations		Select the means
Step 1	The specific issue	Documents/Tools/Report
Step 2	Applicable corporate policies	Interviews
Step 3	Applicable contract(s)	Confidentiality – location
Step 4	Applicable collective agreement – N/A	Other
Step 5	Applicable legislation	Municipal/Provincial/Federal

FUNNEL APPROACH (The Pyramid)

Open Phase	Meeting the Plaintiff	<ul style="list-style-type: none"> ▪ Learn all relevant evidence ▪ Ask open-ended questions ▪ Ask: Who? What? Where? How? Why?
Clarification Phase	If required	<ul style="list-style-type: none"> ▪ Get clarification of details
Pinning Down Phase	Closing the Door	<ul style="list-style-type: none"> ▪ Make sure you have everything ▪ Recap and ask: <ul style="list-style-type: none"> - Is there anything else I should know? - Is there anyone else I should speak to?
Final Phase	Report Recommendation(s)	<ul style="list-style-type: none"> ▪ Make your recommendation(s) ▪ Complete the Investigation Report ▪ Communicate your findings

FINDINGS WORKSHEET

	ALLEGATIONS	EVIDENCE	REASONING	SUBSTANTIATED	
1				Yes	No
2				Yes	No
3				Yes	No
4				Yes	No