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### **Complaints Policy**

The Barrie Soccer Club's values are that of integrity, honesty, transparency and accountability. We hold ourselves to the highest standards of ethical behaviour and good governance. Fair play, inclusiveness, professionalism and respect are the cornerstones of our organization. Our values guide our approach towards addressing complaints and it is our commitment to the Barrie Soccer Club membership, administration and Board of Directors to address matters promptly and proactively.

The Barrie Soccer Club is committed to hearing, investigating and ensuring proper action is taken in the event of a serious occurrence that is in breach of the Barrie Soccer Club's Constitution, or any of the Club's policies and procedures as well as any misconduct of an ethical nature contravening the Club's Mission and Goals as outlined in the Strategic Plan. The Complaints Policy has been created to outline the complaint reporting and resolution processes to address situations where an unwelcome conduct or communication creates an intimidating, hostile or offensive environment or in clear breach of any Codes of Conduct mandated by the Barrie Soccer Club (e.g. Player Code of Conduct, Parent/Guardian Code of Conduct, or Coaches Code of Conduct). 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. A complaint may be formally made towards Barrie Soccer Club staff, any member of the Board of Directors, coaches, assistant coaches, referees, team managers, parents/guardians and players. The purpose of the complaint process is to record the action and seek a resolution by the Barrie Soccer Club, where a resolution cannot be reached informally and independently.

This Complaints Policy and related protocol is not intended to be utilized for the following matters:

- The Complaints and Dispute Resolution processes shall not be used for soccer game-related discipline. The normal discipline and appeals processes shall be followed as per Ontario Soccer and league rules and regulations.
- Complaints regarding breaches of the Privacy Policy are to be directed to [bscadmin@barriesoccer.com](mailto:bscadmin@barriesoccer.com).
- Complaints regarding the normal administration of the Club, such as: fee refunds; teaming requests; placement of players on teams; etc. will be addressed by Club staff, and in consultation with the Board, as appropriate, and as outlined in the Barrie Soccer Club's policies



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for these matters. These types of complaints should be directed to the Club administrator at [info@barriesoccer.com](mailto:info@barriesoccer.com).

- Any action or intended action that may be interpreted as criminal must automatically be escalated to either the President, Vice President and/or Director of Administration and Operations, where either the Barrie Police Service and/or the Ontario Provincial Police will be notified.
  - Any individual who is accused of any criminal offense (i.e sexual/physical abuse, theft) shall be removed from the team and/or office until a formal investigation is conducted by the appropriate authorities and a finding is reached.
  - Any individual (s) who are convicted of any criminal offense resulting in jeopardizing the reputation of the Barrie Soccer Club will be banned indefinitely.

### **Complaints Procedure**

If a complaint is made by or against an individual below 18 years of age, those individuals' parent(s)/guardian(s) will be notified and asked to participate in relevant steps outlined in the Complaint Procedure. No interview shall be conducted with a person under the age of 18 years without a parent/guardian present.

1. If an individual wishes for their complaint to be received and acted upon by the Barrie Soccer Club, the Complaint Form must be submitted to the Resolution Officer at the following email address [bscadmin@barriesoccer.com](mailto:bscadmin@barriesoccer.com) or by mail at the following address Barrie Soccer Club, PO Box 20084, Barrie, ON L4M 6E9 within 30 days of the perceived offence.
  - a. A confirmation that the Complaint Form has been received by the Barrie Soccer Club will be communicated via email or mail to the individual filing the complaint.



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2. Verbal communication to any Barrie Soccer Club staff member or Board of Directors of a perceived offence will not be treated as a formal complaint and the Barrie Soccer Club will not seek a resolution.
3. Should any information be missing from the Complaint Form, the complainant will be notified and asked to complete the information in order for the Barrie Soccer Club to process the complaint.
4. Once a complete Complaint Form is received, the Resolution Officer will investigate within 5 days of receiving the complaint which may include conducting an audio recorded in-person or telephone interviews with the complainant(s) and/or the alleged subjects (s), and/or witnesses to the alleged incident(s), depending on the situation.
  - a. The Resolution Officer will generate a Complaint Report to summarize all interviews.
5. Depending on the parties involved in the complaint, the Resolution Officer shall brief either a Barrie Soccer Club staff member and/or member of the Board of Directors who act (s) as a manager and/or supervisor to the complainant and/or subject (s), on the matter and together determine if the Complaint can be resolved outside of a formal Complaint Hearing and assist in the resolution of the matter among all affected parties.
  - a. the Resolution Officer will complete the Complaint Report with the agreed upon resolution to the matter.
6. If the Resolution Officer and affected parties are unable to find a resolution to the Complaint, the Resolution Officer will schedule a Complaint Hearing within ten (10) business days of finalizing the review of the Complaint.
  - a. Notice will be provided to the individual(s) who are the subject of the Complaint and requested to appear at the Complaint Hearing.
  - b. The Resolution Officer is to Chair the Complaint Hearing. Two additional members of the Barrie Soccer Club that are not implicated in the complaint, and not a member of the team in which the complaint is originating, shall participate in the hearing as



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witnesses and serve as part of the Resolution Officer's Complaint Resolution Committee. Both should be members in good standing of the Club, .

- c. The complainant, the individual(s) named on the complaint, and any witnesses will be invited to attend the Complaint Hearing. If any party is unable to attend the Complaint Hearing, they are to notify the Resolution Officer immediately. If the complainant fails to participate at the Complaint Hearing, the Complaint investigation shall be terminated immediately. If the Subject (s) fail to participate at the Complaint Hearing, the Complaint Resolution Committee reserves the right to dismiss the Subject (s) from the Club.
- d. Once the Complaint Hearing is complete and all parties' views have been heard, the Resolution Officer shall summarize the proceedings in a Complaint Report and share with all involved Parties. The Complaint Report is to be stored electronically with the Club.
- e. The Resolution Officer and members of the Complaint Resolution committee shall meet to deliberate a resolution to the Complaint. The resolution of the Complaint shall be recorded in the Complaint Report.
- f. A decision on the resolution of the Complaint shall be communicated to all parties within ten (10) business days of the hearing.
- g. A confidential Complaint Report will be kept on file with the Barrie Soccer Club which will include a copy of the official complaint, all interviews, steps taken to resolve the Complaint and the resolution. Affected parties may request a copy of the entire report and associated documents.
- h. Penalties can include but are not limited to a permanent suspension from the club, suspension for a specified period of time, a probationary period where the individual is allowed to continue with the club, a reprimand to a requirement that a person undertake training, reassignment within the Barrie Soccer Club, or dismissal.



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### **Appeals Procedure**

1. Any final decision by Complaint Resolution Committee following an official complaint can be appealed in writing at the following email address [bscadmin@barriesoccer.com](mailto:bscadmin@barriesoccer.com) or by mail at the following address Barrie Soccer Club, PO Box 20084, Barrie, ON L4M 6E9 within 10 business days of the decision.
2. Appeals shall be heard and ruled upon by any/all Barrie Soccer Club Board of Directors that have no involvement in the original complaint. In the event there is no Board member that meets this criteria, the appeal judgement will revert back to the Resolution Officer.
3. If it has been decided that the Appeal is successful, any penalty handed down shall be reversed. The decision to reverse a decision must be communicated within a report detailing why the decision was overturned to all Parties involved in the original complaint. The communication must be conducted in writing via a letter or an email. The communication must be filed with the original Complaint Form and Report with the Barrie Soccer Club.

### **Other Matters**

1. All matters pertaining to discipline of a member for misconduct, inappropriate behaviour etc. will be governed by the discipline and appeals procedures as set out in Ontario Soccer's Governing Documents.