



BARRIE SOCCER CLUB

COMPLAINT INCIDENT #:

Complaint Report

As per the Complaint Procedure, the Resolution Officer is to complete the Complaint Report in its entirety and keep it on file with the Barrie Soccer Club.

The completed Complaint Form is to accompany the Complaint Report at all times.

Step 1

Summary of initial audio recorded in-person or telephone interviews with the complainant(s) and/or the alleged subject (s), and/or witnesses to the alleged incident(s), depending on the situation.

| |
|---------------------|
| Interviewer: |
| Complainant: |
| Interview Day/Time: |
| Accusation: |
| Subject: |
| Interview Day/Time: |
| Rebuttal: |

Step 2(a)

As per the Complaints Procedure, 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. If a resolution can be obtained, please indicate below the agreed upon resolution.



Agreed Upon Resolution

We have read the above resolution and agree to its implementation. No further action is necessary and this case is considered resolved.

(print name of Resolution Officer)

(signature)

(date)

(print name of BSC witness 1)

(signature)

(date)

(print name of BSC witness 2)

(signature)

(date)

(print name of Complainant)

(signature)

(date)

(print name of Subject)

(signature)

(date)

Step 2(b)

As per the Complaints Procedure, 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 summary of the Complaint Hearing will be documented below:



Please record the date and time of hearing, who attended and the summary.

Step 3

As per the Complaints Procedure, the Resolution Officer and two additional members of the Barrie Soccer Club shall meet to deliberate a resolution to the Complaint.

Findings Worksheet

| | ALLEGATION(S) | EVIDENCE | REASONING | SUBSTANTIATED |
|---|---------------|----------|-----------|---|
| 1 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 2 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 3 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 4 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 5 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Proposed Resolution Based on Findings

Please record the allegation and associated resolution here.



Step 4

Agreed upon resolution to be shared with all Parties (As part of the resolution, it is mandatory that the subject (s) agree to change their behaviour. If they do not, the Club reserves the right to terminate their membership.)

We have read the above resolution and agree to its implementation. No further action is necessary and this case is considered resolved.

(print name of Resolution Officer)

(signature)

(date)

(print name of BSC witness 1)

(signature)

(date)

(print name of BSC witness 2)

(signature)

(date)

(print name of Complainant)

(signature)

(date)

(print name of Subject)

(signature)

(date)