



# FORT SASKATCHEWAN SOCCER

## POLICY: Complaints, Discipline and Appeals

POLICY #160

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Purpose:	Policy Statement: Fort Saskatchewan Soccer believes in a disciplinary process that is systematic, consistent, graduated, and appropriate to circumstances. Fort Saskatchewan Soccer is committed to using its complaints and disciplinary process, as appropriate, to ensure compliance with its policies or procedures, and protect its reputation.
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### Terms

**Bullying:** Any form of unwanted intimidation that is forced upon any individual or individuals against their will. Bullying is dangerous to the point that physical or emotional harm may come to any person.

**Zero Tolerance Policy:** Any inappropriate conduct, threats, harassment or abuse (including the use of profanity) in any form directed towards game or team officials, members, parents, players, fans, volunteers or Fort Saskatchewan Soccer Executive Committee member(s) or Fort Saskatchewan Minor Sports Association will not be tolerated under any circumstances.

**Member:** refers to player, parent/legal guardian (of minor player), team official (coach or manager), and Sub-Committee or Executive Committee member.

**Discipline:** Punishment inflicted by way of correction or training.

**Discipline Process:** The process employed to investigate and where appropriate punish Fort Saskatchewan Soccer Members for their failure to comply with Fort Saskatchewan Soccer policies, procedures and expected practices.

**Appeal Process:** The process employed should an individual feel that the Disciplinary Committee has not satisfactorily resolved the issue.

### Description

As members of Fort Saskatchewan Soccer, every Member represents not only Fort Saskatchewan Soccer, but the City of Fort Saskatchewan at all times. It is imperative that everyone behaves as any proper ambassador would be expected to. Fort Saskatchewan Soccer expects Executive Members, team officials and membership participants to exhibit qualities of good sportsmanship and decorum consistent with levels of propriety towards other members, game officials, opponents and spectators.

Standards of behaviour consistent with Fort Saskatchewan Soccer, Fort Saskatchewan Minor Sports Association, Tri-County Soccer, the Alberta Soccer Association and league policies shall be maintained throughout the season, within a climate of mutual respect.

The Fort Saskatchewan Executive Committee shall have the power to suspend or discipline any person, league representative, spectator or other Fort Saskatchewan Soccer Member for conduct in contravention of Fort Saskatchewan Soccer Rules, Regulations, Policies and Procedures, as well as those of Fort Saskatchewan Minor Sports Association, Tri-County Soccer, Alberta Soccer and league associations in which we participate.

As part of the online registration process all players/parents are provided with the Fort Saskatchewan Minor Sports Association Code of Conduct – Zero Tolerance Policy. All persons must indicate they have read everything fully and agree with the Fort Saskatchewan Soccer information provided before registering with Soccer.

### Bullying:

Fort Saskatchewan Soccer will neither condone, nor tolerate bullying at any level, by any person. Fort Saskatchewan Soccer will be considered to have a zero tolerance policy when it comes to bullying. It is expected that any individual that feels that they are being bullied, will report such behaviour to their coach, manager, level director, or a member of the Executive.

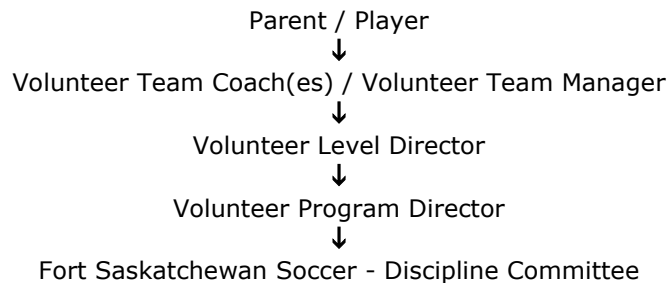


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## Complaints Process:

Submission of member complaints about a volunteer coach or team manager, player, spectator, referee or volunteer board member must follow the proper steps. If any of the steps are missed your complaint will not be reviewed.

**Step 1:** Have you followed the proper chain of command on who you should contact? The process is directional and you must contact the right people before contacting the Discipline Committee.



**Step 2:** The Fort Saskatchewan Soccer Discipline Committee WILL NOT review any complaint which is less than 24 hours after the incident.

**Step 3:** Contact the Discipline Committee Chairperson - [vicepresident@fortsasksoccer.ca](mailto:vicepresident@fortsasksoccer.ca). We will only accept complaints in writing with the complainants name, phone number and email address. All complaints MUST BE identified as **"Complaint for Review by the Discipline Committee"**

If you have not followed the proper procedures your complaint will not be reviewed. All complaints are sent directly to the Discipline Committee and you will be contacted if further information is required.

## Disciplinary Hearing:

Any member may be required to appear at a Disciplinary Hearing, if charged for good and sufficient cause, for violating the Rules, Regulations, Policies or Guidelines of Fort Saskatchewan Soccer or one of the Associations in which we are member participants.

It is recognized that, from time to time, Disciplinary Hearing sanctions may be necessary for behaviour which transgresses acceptable standards. Such sanctions may be applied to any Member and may take the form of:

- a verbal reprimand
- a written reprimand
- a suspension
- a fine or forfeit of registration/membership fees
- an expulsion
- a combination of the above

A hearing will be conducted at a time called for by the Disciplinary Committee within 15 (fifteen) days of the violation or receipt of the complaint. Only invited parties will be permitted to attend the hearing. Any uninvited parties will be asked to leave. Failure for the accused/respondent to appear at a Disciplinary Hearing when due notice is given may result in sanctions being applied, for good and sufficient cause, regardless of the attendance of the Member at the actual Hearing.

## Procedure:

1. The Chairperson will read the report and state the charge and will read any statements from those not in attendances at the hearing.
2. Only those individuals who have been contacted directly regarding the hearing are permitted to attend.



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### 3. Upon direction of the Chairperson:

- The person(s) bringing forth the charge (if present) will have the opportunity to qualify or expand the report.
- The accused will have the opportunity to qualify or expand on their report of the incident.
- The panel will ask any additional questions to either party regarding the incident.
- The person(s) bring forth the charge (if present) will have the opportunity to make final comments.
- The accused will have the opportunity to make final comments.
- The Chairperson will adjourn the hearing/appeal and excuse the attendees. The panel will remain for further discussion and deliberation.

The result of the Hearing will be sent via email to the accused no later than 48 hours after the Hearing has concluded.

### **Disciplinary Committee:**

Fort Saskatchewan Soccer, through its Executive, has the authority to discipline any Member. The Vice President shall be Chairperson or appoint a Chairperson for the Disciplinary Committee.

The Disciplinary Committee shall ensure that each disciplinary incident is:

- Dealt with by a committee of not less than three people.
- Treated fairly and that consistency is maintained across levels.
- Aware of the right of appeal.
- Handled in such a way that the integrity and stature of game officials are respected.

### **Appeal:**

Both the complainant and respondent have the right to appeal the decision and recommendations of the Disciplinary Committee. Permissible grounds for an appeal are: the panel did not follow the procedures laid out in this policy; members of the panel were influenced by bias; or the panel reached a decision which was grossly unfair or unreasonable.

An appeal may be registered by a written letter to Fort Saskatchewan Soccer President within 7 (seven) days of the Discipline hearing and accompanied by a \$150.00 appeal fee. The President will ensure that the matter is placed on the agenda of the next Fort Saskatchewan Soccer meeting. The ruling of the Disciplinary Committee stand until the outcome of the Appeal Hearing is declared. The decision of the appeal body shall be final.

Fort Saskatchewan Soccer shall provide up to thirty minutes of meeting time for the people making the appeal to state their case. The case shall be presented to the Fort Saskatchewan Soccer Executive, who shall render its decision by motion. A simple majority shall suffice. The President shall email the decision to the appellants and the decision shall be final and binding on all parties except for those avenues of recourse provided by the Fort Saskatchewan Minor Sports Association, Tri-County Soccer and the Alberta Soccer Association. If the appeal to Fort Saskatchewan Soccer results in endorsement of the decision of the Disciplinary Committee or an increase in penalty, the fee shall be forfeited. If the appeal to Fort Saskatchewan Soccer results in overruling, the Disciplinary Committee's decision or lesser penalty than that imposed, the entire \$150.00 shall be refunded.

Date Drafted: November 2014

DATE APPROVED: November 3, 2014