



CONCEPTION BAY SOUTH SOCCER ASSOCIATION

SERIOUS OCCURANCE REVIEW AND RESOLUTION PROCESS

SERIOUS OCCURRENCE INVESTIGATION PROCESS

Step 1	Receiving the official complaint
Step 2	Notify the General Manager 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



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FINDINGS WOOKSHEET

	ALLEGIATIONS	EVIDENCE	REASONING	SUBSTANTIATED	
1				Yes <input type="checkbox"/>	No <input type="checkbox"/>
2				Yes <input type="checkbox"/>	No <input type="checkbox"/>
3				Yes <input type="checkbox"/>	No <input type="checkbox"/>
4				Yes <input type="checkbox"/>	No <input type="checkbox"/>
5				Yes <input type="checkbox"/>	No <input type="checkbox"/>
6				Yes <input type="checkbox"/>	No <input type="checkbox"/>
7				Yes <input type="checkbox"/>	No <input type="checkbox"/>
8				Yes <input type="checkbox"/>	No <input type="checkbox"/>
9				Yes <input type="checkbox"/>	No <input type="checkbox"/>
10				Yes <input type="checkbox"/>	No <input type="checkbox"/>