



North East United Soccer Club
P. O Box 1005
Torbay, NL
neuscsoccer@outlook.com



Serious Occurrence Policy and Form

Adopted on: Dec. 4, 2022

Approved by: NEUSC Board of Directors

Last Updated: Dec. 4, 2022

INTENT

The NEUSC's 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.

NEUSC 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 NEUSC 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 is defined as a situation in which inappropriate behaviour or unwelcome conduct is displayed in association with an NEUSC 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 NEUSC 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 NEUSC has developed and implemented a formal procedure for receiving, investigating and resolving complaints. The procedure will include reasonable and prompt time lines.



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The NEUSC's Board of Directors are responsible for receiving, investigating and resolving complaints. If the complaint directly involves the NEUSC President, the complaint must be addressed to the Vice President of the NEUSC Board of Directors. In this case, please contact the NEUSC for the personal email address of the Vice President for confidentiality.

POLICY REVIEW, TRAINING AND USAGE REPORTING

This Serious Occurrence Policy will be included in NEUSC staff and volunteer orientations.

The Policy and its related forms will be made available to all staff, players, parents, referees and volunteers via NEUSC's website.

The President will give an annual report to the Board of Directors regarding the use and efficacy of the Serious Occurrence Policy and Reporting Process and will recommend changes to the program, if applicable, at that time.

SERIOUS OCCURRENCE REPORTING PROCESS

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 NEUSC's Board of Directors 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 NEUSC Board of Directors. Should the Serious Occurrence involve NEUSC's President, please address the envelope to the Vice President of the Board of Directors, NEUSC.
- II. Via email - Please email a copy of the completed form to the NEUSC Board of Directors. Should the Serious Occurrence involve NEUSC's President, please contact the NEUSC for the personal email of the NEUSC's Vice President such that the completed Form can be sent confidentially to their attention.

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). Where deemed required and/or applicable, the NEUSC Board of



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Directors may seek the services of the local police or Child and Senior Services Department (CSSD).

Resolution of Claim

Upon completion of the investigation, NEUSC's Board of Directors will determine if an inappropriate behaviour 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 behaviour or unwelcome conduct.

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

- Meeting the individual in person and describe the inappropriate behaviour or unwelcome conduct, how it makes him/her feel, and requesting that the behaviour stop.
- Writing the individual and describing the inappropriate behaviour or unwelcome conduct, how it makes him/her feel, and requesting that the behaviour stop.
- Asking a member(s) of the NEUSC Board of Directors to meet with the individual and request the behaviour to stop.

If the complainant(s) find(s) the resolution acceptable, a member of the NEUSC Board of Directors 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 NEUSC.

If the complainant(s) find(s) the resolution unacceptable, a member of the NEUSC Board of Directors 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 NEUSC's Serious Occurrence Policy, Reporting Form or Review and Resolution Process, please contact NEUSC's Board of Directors via email.

Any serious incident or formal complaint must be completed in writing and submitted to the NEUSC Board of Directors using the attached Serious Occurrence Reporting Form.



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Serious Occurrence Reporting Form

Please complete all information below.

Name of Reporter: _____

Date: _____

Phone Number of Reporter: _____

Please select your current role related to this situation:

- Parent
- Player
- Volunteer
- Staff
- Witness

Circumstances surrounding the Allegation(s):

Name of Complainant:	
Phone Number:	
Name of Accused:	
Phone Number:	
Relationship with Complainant:	
Date of Alleged Incident(s):	
Time of Alleged Incident(s):	
Location of Alleged Incident(s):	
Name of witness:	
Phone number of witness:	
Name of witness:	
Phone number of witness:	
Name of witness:	
Phone number of witness:	



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The information revealed in this statement has been provided without restraint and I understand the content may be disclosed to appropriate parties if required.

Signature _____
Print Name _____
Date _____

(The below section to be completed by a member of the NEUSC Board of Directors Only)

Date Form Received: _____
Received By: _____
Date Reviewed by NEUSC: _____