



Serious Occurrence Policy

SPDSA Policy

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Approval Responsibility: Board of Directors

Administrative Responsibility: General Manager

Policy Statement

The Sherwood Park District Soccer Association's (SPDSA) goal is to provide a positive soccer experience for all stakeholders involved with the association. 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 SPDSA.

The SPDSA 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 association.

The Sherwood Park District Soccer Association 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.

Guidelines

GLOSSARY OF POLICY TERMS

Serious Occurrences

A serious occurrence is defined as a situation in which inappropriate behaviour or unwelcome conduct is displayed in association within the Sherwood Park District Soccer Association 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 SPDSA 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 Sherwood Park District Soccer Association has developed and implemented a formal procedure for receiving, investigating and resolving complaints. The procedure will include reasonable and prompt time lines.

The Sherwood Park District Soccer Association's General Manager is responsible for receiving, investigating and resolving complaints. If the complaint directly involves the SPDSA General Manager, the complaint must be addressed to the President of the SPDSA Board of Directors.

Policy Review, Training and Usage Reporting

This Serious Occurrence Policy will be included in SPDSA staff and volunteer orientations. The Policy and its related forms will be made available to all staff, players, parents, referees and volunteers via SPDSA's website and will be included in all program manuals.

This policy will be reviewed annually by SPDSA's General Manager, and periodic staff training regarding this Policy and reporting procedure will be scheduled throughout the year. The General Manager may 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 SPDSA's General Manager 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 SPDSA General Manager. Should the Serious Occurrence involved SPDSAs [General Manager](#), please address the envelope to the President of the Board of Directors, of the Sherwood Park District Soccer Association.
- II. Via email - Please email a copy of the completed form to the General Manager of the Sherwood Park District Soccer Association. Should the Serious Occurrence involved SPDSA's General Manager, please email the completed form to SPDSA's [President of the Board of Directors](#).

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). Please reference SPDSA's Serious Occurrence Report Review and Resolution Process for detailed steps regarding how claims are processed internally. Resolution of Claim Upon completion of the investigation, SPDSA's General Manager 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 an unwelcome conduct.

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

- I. 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.
- II. Writing the individual and describe the inappropriate behaviour or unwelcome conduct, how it makes him/her feel, and requesting that the behaviour stop.
- III. Asking the SPDSA General Manager or the Operations Supervisor to meet the individual and request the behaviour to stop.

If the complainant(s) find(s) the resolution acceptable, the General Manager or designee 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 SPDSA.

If the complainant(s) find(s) the resolution unacceptable, the General Manager or designee 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 Sherwood Park District Soccer Association's Serious Occurrence Policy, Reporting Form or Review and Resolution Process, please contact SPDSA's General Manager via [email](#) or by phone at 780-449-1343