**South Shore United FC**

**Discipline and Complaints Policy**

**1.0 Purpose**

This policy outlines the conditions for which complaints may be issued and the manner (i.e. disciplinary

procedures) by which complaints are addressed by South Shore United FC.

**2.0 Definitions**

**Complainant** refers to the person making the complaint.

**Respondent** refers to the person against whom a complaint is made.

**Official**: For the purposes of this Policy, an “Official” is any South Shore United FC board member, Executive

Director, or other individual occupying a position of authority within South Shore United FC who is designated to

respond to the complainant. The role of the Official is to serve in a neutral, unbiased capacity in receiving

the complaint and assisting in its informal resolution.

**Persons in Authority**: Is defined as those persons in positions of authority, such as roles as coach,

assistant coach, team manager, executive member, administrator, referee, or any Persons of Authority

who works with, for, or around athletes.

**Team Staff**: refers to any volunteer specifically assigned to a South Shore United FC team (i.e. Coaches, assistant

coaches, Team Managers)

South Shore United FC Participant: In the context of this policy, South Shore United FC participant refers to Athletes, parents,

and team staff (i.e. Coaches, Assistant Coaches, Team Managers)

**Vulnerable Participant**: Includes Minors and vulnerable adults (people who, because of age, disability or

other circumstance, are in a position of dependence on others or are otherwise at a greater risk than the

general population of being harmed by people in positions of trust or authority).

**3.0 Scope**

This policy applies to all South Shore United FC participants subject to South Shore United FC’s Code of Conduct and any

violations to South Shore United FC’s Safe Sport policies.

**4.0 Policy Statement**

Any Participant found to be engaging in any form of Maltreatment, which violates the integrity of

Participants and undermines the values of South Shore United FC, or otherwise breaches the South Shore United FC Code of

Conduct may be subjected to disciplinary actions.

Designated Officials will determine the severity of the infraction to determine the appropriate disciplinary

measures. In cases of particularly serious incidents, the Board of Directors may impose immediate

suspensions or bans from Club activities.

South Shore United FC may also revoke the Club registration, access, or privileges for Participants are Participants

associated with any person who fails to comply with disciplinary measures taken by the Club. There will

not be any refund of registration fees if a player is suspended or dismissed due to misconduct.

All complaints or incident reports should be made in writing and the complainant should contact the

individual occupying a position of authority within South Shore United FC who is designated to respond to the

complainant for further direction.

**Vulnerable Participants**

Complaints may be brought for or against a Vulnerable Participants. Vulnerable Participants must

have a parent/guardian, or other adult serve as their representative during this process. All

communication from the Official must be directed to the Vulnerable Participant’s representative.

**The Organization as Complainant**

At its discretion, the Organization (South Shore United FC) may act as the Complainant and initiate the

complaint process under the terms of this Policy. In such cases, the Organization will identify an

individual to represent the organization.

**Confidential Complaints**

In order to further South Shore United FC’s commitment to having a positive, safe and respectful sport

environment, this Policy facilitates the reporting of complaints anonymously.

All South Shore United FC Participants are expected to promptly report any behaviour of which they become

aware that may constitute a breach of its Safe Sport policies, in particular the Athlete Protection

Policy and/or Code of Conduct Policy, or contravenes the law. This includes situations where the

breach is suspected, provided the South Shore United FC Participant has reasonable grounds to believe

such suspicion is true.

**5.0 Procedures**

5.1: Reporting Complaints

a. A person who experiences Maltreatment or witnesses another Participant engaging in

any form of Maltreatment, which violates the integrity of Participants and undermines the

values of South Shore United FC, or otherwise breaches the South Shore United FC Code of Conduct is

encouraged to make it known to that Participant, now Respondent, that the behaviour is

unwelcome, offensive and contrary to the policies of South Shore United FC.

b. If confronting the Respondent is not possible or if after confronting the Respondent the

Maltreatment or Code of Conduct breach continues, the Complainant should request a

meeting with an Official of South Shore United FC. For the purposes of this Policy, an “Official” is any

South Shore United FC board member, Executive Director, or other individual occupying a position of

authority(i.e. Person of Authority) within South Shore United FC.

c. Once contacted by a Complainant, the role of the Official is to serve in a neutral,

unbiased capacity in receiving the complaint and assisting in its informal resolution. If the

Official considers that they are unable to act in this capacity or that the complaint exceeds

the scope of their authority, the Complainant will be referred to another suitable United

DFC Official.

d. Where a person believes that a Participant of South Shore United FC has experienced or is

experiencing Maltreatment and reports this belief to an Official, the Official will meet with

the person said to have experienced Maltreatment and proceed in accordance with these

procedures.

e. Where an Official believes there is sufficient evidence to warrant laying a formal

complaint but the Complainant does not wish to do so, the Official may lay a formal

complaint and proceed in accordance with these procedures.

5.2 Response and Remedies

South Shore United FC recognizes that not all incidents of Maltreatment, Code of Conduct, and

policy breaches are equally serious in their consequences. Maltreatment, Code of

Conduct, and policy breaches cover a wide spectrum of behaviours, and the responses

must be equally broad in range, appropriate to the behaviour in question and capable of

providing a constructive remedy. The process of investigation and settlement of any

complaint must be fair to all parties, allowing adequate opportunity for the presentation of

a defence to the charges.

Minor incidents should be corrected promptly and informally, taking a constructive

approach with the aim of bringing about a change in negative attitudes and behaviour.

This policy does not prevent an appropriate Person of Authority from taking immediate,

informal, corrective disciplinary action in response to behaviour that, in their view,

constitutes a minor incident of maltreatment, and/or breach of South Shore United FC policy or Code

of Conduct.

More serious incidents (e.g. serious Maltreatement, harrassment, any form of sexual or

physical assault) should be dealt with according to the association policy guidelines.

Complaints should be handled in a timely, sensitive, responsible and confidential manner.

There should be no tolerance of reprisals taken against any party to a complaint. The

names of parties and the circumstances of the complaint should be kept confidential

except where disclosure is necessary for the purposes of investigation or taking

disciplinary measures.

Anyone making a complaint, which is found to be clearly unfounded, false, malicious or

frivolous, will be subject to discipline as outlined in this policy.

5.3 Complaint Procedure for Officials

Officials must maintain records of all complaints and/or incident reports to be submitted to the

Executive Director and Board of Directors. There are four possible outcomes once a complaint is

received by an Official:

a. It may be determined that the conduct does not constitute Maltreatment or

breach of policy and/or Code of Conduct, in which case the matter will be closed.

b. It may be determined that an appropriate/most direct Person of Authority take

immediate, informal, corrective disciplinary action.

c. It may be determined that the incident of Maltreatment, or breach of policy and/or

Code of Conduct exceeds the scope of authority of the most direct Person of

Authority and/or the designated Official and be referred to the Executive Director

and/or Board of Directors as a formalised complaint and for recommended

disciplinary action as detailed in section 5.4 Discipline.

d. It may be determined that appropriate corrective action has already been taken.

5.4 Discipline

When considering appropriate disciplinary action, the Executive Director and South Shore United FC Board

of Directors shall consider factors such as:

● The nature and severity of the complaint.

● Whether the Maltreatment or policy violation was an isolated incident or part of an

ongoing pattern.

● The nature of the relationship between the Complainant and Respondent.

● The age of the Complainant.

● Whether the Respondent had been involved in previous incidents.

● Whether the Respondent admitted responsibility and expressed a willingness to change.

● Whether the Respondent retaliated against the Complainant.

5.5 In invoking disciplinary sanctions, the Executive Director and South Shore United FC Board of Directors may

consider the following options, singly or in combination, depending on the nature and severity of

the harassment:

● Verbal apology

● Written apology

● Letter of reprimand from South Shore United FC

● Removal of certain privileges/access

● Temporary suspension

● Dismissal/Expulsion

● Recommendation to escalate to appropriate authority.

5.6 Confidentiality

South Shore United FC will use reasonable efforts having regard to the circumstances, to conduct the initial

review and assessment in confidence, including where reasonably possible, protecting the

anonymity of the Complainant.

To the extent possible, reports, complaints, witness statements, and other documents produced

under this Policy or shared in an investigation, shall be held in confidence by South Shore United FC.

However, South Shore United FC may not make guarantees of confidentiality. Circumstances in which

information may be shared include, without limitation:

a. when criminal conduct may be involved;

b. when it is felt to be necessary to protect others from harassment, discrimination, violence

or any other potential breach of the Code of Conduct Policy;

c. when required to ensure fairness or natural justice in the procedures contemplated by

this Policy;

d. in the course of an investigation by a law enforcement agency;

e. to protect the interests of South Shore United FC; and

f. when required by law.

Any person who reports a concern in good faith will not be subject to reprisal or other adverse

consequences as a result of submitting a complaint.

For the purpose of this Policy, knowingly making a groundless or false allegation, or knowingly

providing false information shall also be deemed a reprisal and may be subject to sanctions under

the Code of Conduct Policy.

Anonymous complaints can be submitted using the attached form.

5.7 Appeals

Participants who wish to appeal a decision have seven (7) days from the date on which they

received notice of the decision to submit, in writing to South Shore United FC, the following:

a. Grounds for the appeal

b. Detailed reasons for the appeal

c. All evidence that supports these grounds

d. Requested remedy or remedies

A Participant who wishes to initiate an appeal beyond the seven (7) day period must provide a

written request stating the reasons for an exemption. The decision to allow, or not allow, an

appeal outside of the seven (7) day period will be at the sole discretion of the South Shore United FC Board

of Directors.

**Sufficient Grounds**

A decision cannot be appealed on its merits alone. An appeal may only be heard if there are

sufficient grounds for appeal. Sufficient grounds include the Respondent:

a. Made a decision that it did not have the authority or jurisdiction (as set out in the

Respondent’s governing documents) to make

b. Failed to follow its own procedures (as set out in the Respondent’s governing documents)

c. Made a decision that was influenced by bias (where bias is defined as a lack of neutrality

to such an extent that the decision-maker appears not to have considered other views)

d. Failed to consider relevant information or took into account irrelevant information in

making the decision

e. Made a decision that was grossly unreasonable

The Appellant must demonstrate, on a balance of probabilities, that the Respondent has made a

procedural error as listed above and that this error had, or may reasonably have had, a material

effect on the decision or decision-maker.

**6.0 Related Legislation and/or Documents**

Athlete Protection Policy

Code of Conduct Policy

Anonymous Complaint Form

**Anonymous Complaint Form**

This Anonymous Complaint Form allows you the opportunity to provide your name and contact information in

confidence as this information may assist South Shore United FC in investigating your concern. Should you not wish to provide

your name, reported incidents will still be accepted and investigated if sufficient documentation and evidence is

provided to substantiate the claim.

Instructions

Please provide as much detail as possible.

1. Describe the nature of your concern and the violation that may constitute a breach of the Athlete Protection

Policy, Code of Conduct Policy, or contravenes the law. . Include sufficient information for an independent

person to understand the concern and to enable further investigation.

2. Provide details with respect to the location and/or date of the incident (e.g. region, event, specific location,

department, etc.) and how you became aware of it.

3. State the full name, title and role of each individual whom you suspect of wrongdoing.

4. How many times has this incident taken place (if applicable)?

5. How long has this incident been taking place (if applicable)?

6. Describe steps, if any, you took prior to completing this report (e.g. discussing it with an individual, informing

supervisor).

7. Would you be willing to provide your name and contact information? (Please note that this is optional)

a. No. If no, we may not be able to follow up with you.

b. Yes. If yes, please provide your name, email, and telephone number for follow up purposes.

Forms can be mailed anonymously ℅ South Shore United FC President to:

100 High St, Suite 205, Bridgewater, NS, B4V 1V9

If willing to provide your name and contact information, the form may be emailed to or emailed to president@ssufc.ca.