



## Information Bulletin

<b>Bulletin #</b>	IB_2022-24
<b>Date</b>	June 15th, 2022
<b>To</b>	Full Members, Associate Members, Life Members and affiliate clubs
<b>CC</b>	BC Soccer Board of Directors and Staff
<b>From</b>	Jason Elligott, Executive Director
<b>Subject</b>	BC Soccer announces implementation of new Independent Safe Sport Process

**ITP Sport, Canada’s first full service and programming Safe Sport agency, will receive, review, manage, and investigate complaints and disputes, providing dedicated support to all soccer participants in British Columbia.**

BC Soccer is announcing another important step forward to further improve the independence and transparency around the process to safeguard individuals participating in soccer activities in BC. In our ongoing efforts to make soccer more safe and welcoming, BC Soccer continues to use the “[Response to the Safe Sport Program Assessment Report](#)” released in May 2020 to help guide the association. BC Soccer most recent update on this work was [provided in 2021](#).

“Our journey towards a safe and more inclusive soccer landscape requires a more robust process to intake, triage and manage complaints. From match related incidents occurring at Provincial competitions to incidents of maltreatment, we need to provide participants with a better channel to be heard that is even more independent from BC Soccer operations” said Gabriel Assis, BC Soccer Director of Operations.

Effective today, all complaints, discipline, and disputes **under the jurisdiction of BC Soccer as outlined below** will be received by [safesport@itpsport.ca](mailto:safesport@itpsport.ca), reviewed, managed, and investigated by [ITP Sport](#) in collaboration with BC Soccer Judicial and Appeals Chairs.

- Any form of excessive physical assault
- Language and/or profanity directed at a Match Official
- Attempted abuse of a Match Official
- Intimidating and/or threatening behaviour
- Misconduct involving racist or sexist comments
- Complaints or inquiries referred to it by another Provincial Association
- Misconduct by an Association Official within Members or Affiliated Organizations (even if participating in another capacity)
- Misconduct at BC Soccer’s Provincial or Regional Competitions
- Any other matter directly related to BC Soccer which the Judicial Chair of BC Soccer, in their sole, discretion chooses to handle

“We are passionate about supporting positive, safe sport environments for all participants and are looking forward to working with BC Soccer to ensure a positive experience for all” said Allison Forsyth, COO, ITP Sport.

Implementing this improved process will help raise the professionalism and efficiency of the entire complaint process, while further enhancing independence. Over the next few months, BC Soccer, in consultation with ITP Sport and the Judicial and Appeals Chairs of BC Soccer, will work towards:

- Creating clear application of BC’s Universal Code of Conduct with a more robust policy
- Implement a comprehensive and clear definition of all forms of complaints and how to report them.
- Clarify how to report complaints and the timelines for responses.

- Streamline the complaint intake, triage, and management process to provide timelines in responses.
- Implement a dedicated phone line and 24/7 service to intake complaints and provide support to complaints and victims.

Safe Sport Statement: *“BC Soccer believes that everyone involved in soccer has the right to participate in safe and inclusive environments free of abuse, harassment, discrimination, and to enjoy the sport at whatever level or capacity they participate in. The welfare of everyone involved in soccer is the foremost consideration and in particular, the protection of children in the sport is the responsibility of everyone involved.”*

For further questions please review FAQ below or please contact [Gabriel Assis, Director of Operations](#)

## Frequently Asked Questions

### Q1. What is ITP Sport?

[ITP Sport](#) is Canada’s first full service and programming Safe Sport agency. With a combined 20 years of experience and unparalleled expertise, we are leading the charge in the Safe Sport movement. We have curated Canada’s top professionals in the space of safeguarding, communications, legal, and operations. With every expertise, and all angles of change considered, ITP offers an organization a custom offering of services and consultation to ensure participants are kept as safe as possible, and organizations remain strong, consistent, and proud in their commitment to Safe Sport.

### Q2. Why is BC Soccer bringing an outside organization to manage discipline and complaints?

BC Soccer is seeking to provide a more efficient and effective mechanism to receive, triage and resolve complaints. Ultimately, the goal is for participants to feel safe in reporting and going through the process. An outside organization also provides a higher level of independence that ensures transparency, total removal of conflict of interest, and expertise in managing this important aspect of association activity. From a capacity and resource standpoint, ITP Sport will be able to provide enhanced customer service with reporting channels operating 24/7.

### Q3. Does ITP Sport replace the Judicial Chair and the Appeals Chair of BC Soccer?

No, ITP Sport’s role is to support the functions of the Judicial and Appeals Chair of BC Soccer, working in collaboration to conduct proper triage, investigation of cases and discipline matters received by BC Soccer.

### Q4. What type of complaints will be received by ITP Sport?

ITP Sport will receive, review and manage complaints under the jurisdiction of BC Soccer, in accordance with BC Soccer’s Judicial Code. This includes:

- Any form of excessive physical assault
- Language and/or profanity directed at a Match Official
- Attempted abuse of a Match Official
- Intimidating and/or threatening behaviour
- Misconduct involving racist or sexist comments
- Complaints or inquiries referred to it by another Provincial Association
- Misconduct by an Association Official within Members or Affiliated Organizations (even if participating in another capacity)
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**Example 1:** A misconduct by a player while playing at an Adult Provincial Championships.

### Q5. What type of complaints will NOT be received by ITP Sport?

All discipline matters and complaints that fall outside the jurisdiction of BC Soccer will be dealt with by the Member or Affiliated Organization in whose jurisdiction the alleged offence took place. The Member or Affiliated Organizations will ensure that their disciplinary procedures, Rules and Regulations and Sanctions are consistent with those of BC Soccer.

**Example 2:** A discipline matter, involving two players from the same league and that does not meet the threshold outlined in question Q4, will be dealt by the league in which the incident took place.

**Q6. I need to report a situation that falls outside the jurisdiction of BC Soccer. Who should I contact?**

Situations that fall outside of the jurisdiction of BC Soccer should be reported to the local club, league or member organization. The club, league or Member Organization in reviewing the complaint can determine if the complaint should be referred to BC Soccer.

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