



MISSISSAUGA CITY FC

SERIOUS OCCURENCE POLICY

Policy Statement

The Mississauga City Football Club's ("MCFC") 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.

MCFC 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.

MCFC 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.

Serious Occurrences

A serious occurrence is defined as a situation in which inappropriate behaviour or unwelcome conduct is displayed in association with an MCFC 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 MCFC 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

MCFC has developed and implemented a formal procedure for receiving, investigating and resolving complaints. The procedure will include reasonable and prompt timelines.

MCFC's President and Vice-President are responsible for receiving, investigating and resolving complaints.



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Policy Review, Training and Usage Reporting

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

This policy will be reviewed annually by MCFC, and periodic staff training regarding this Policy and reporting procedure will be scheduled throughout the year.

SERIOUS OCCURRENCE REPORTING PROCESS

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 Club's President or Vice-President 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 in-person or via email to the Club President or Vice-President.

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).

Resolution of Claim

Upon completion of the investigation, MCFC 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:

- 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 describe the inappropriate behaviour or unwelcome conduct, how it makes him/her feel, and requesting that the behaviour stop.
- Asking the President or Vice-President to meet the individual and request the behaviour to stop.

If the complainant(s) find(s) the resolution acceptable, the President 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 MCFC. If the complainant(s) find(s) the resolution unacceptable, the President 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.