

**Calgary Blizzard
Soccer Club
Policies &
Procedures**

Chapter:
**HEALTH, SAFETY &
ENVIRONMENT**
Subject:
FILING A COMPLAINT
Authorization:
APPROVED
White Paper:
N/A

Date:
October 10, 2019

POLICY NUMBER: 02-5

REFERENCE: n/a

POLICY: Any complaint by Blizzard members (the “Complainant”) regarding behaviour by CBSC players, family members, club spectators, team officials or club personnel to be initially provided to CBSC Sporting Director or board designate in writing.

Complaint Procedure:

Upon receipt of a written complaint, the CBSC Sporting Director or board designate will set up a meeting with the Complainant. There are three possible outcomes from a meeting of the Complainant and the Sporting Director or Designate (Designate may be the Chair of the Discipline Committee):

- It may be determined by the Sporting Director or designate that the conduct does not constitute any contravention of the CBSC policies, in which case the matter will be closed;
- The Complainant may decide to pursue an informal resolution utilizing appropriate mediation techniques and strategies which will negotiate or mediate an acceptable resolution of the complaint; or
- The Complainant may decide to file a formal written complaint, in which case the Sporting Director or designate will receive the written complaint and advise the President of the Blizzard Soccer Club or designate in their absence, who will appoint an independent individual to conduct an investigation of the complaint.



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The Investigator will carry out the investigation in a timely manner and at the conclusion of the investigation will submit a written report to the President or designate, which will include a recommendation that:

- No further action is taken because the complaint is unfounded or the conduct has failed to be determined as behavior which outside of any of the CBSC policies.
- The complaint has merit and should proceed to a hearing. Within 10 business days of receiving the written report of the 'Investigator' that recommends that there be a hearing, the President or designate, will convene a panel of the Board to hear the complaint. The panel shall consist of a minimum of 3 Board members of which one must be a member of the Discipline Committee. A written response must be made to the Complainant within 10 business days from the date it was received.

Hearing:

The panel will hold the hearing as soon as possible, but not more than 15 business days after the panel has been appointed. The panel will govern the hearing as it deems appropriate in the circumstances, provided that:

- Members of the panel shall select from among themselves a Chairperson;
- A quorum shall be all of the panel members (minimum of 3 members);



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- Decisions shall be by majority vote where the Chairperson carries a vote;
- Both the Complainant and the Respondent will be given the opportunity to make oral and written submissions to the panel;
- The hearing shall be held in private;
- The parties shall be given 10 business days written notice of the day, time and place of the hearing;
- The respondent shall receive a copy of the formal complaint;
- The Complainant and the Respondent shall each receive a copy of the Investigator's report';
- Both the Complainant and the Respondent must be present at the hearing to respond to the Investigator's report, and able to respond to questions the Panel may have;
- The Investigator may attend the hearing at the request of the Panel.

Decision:

As soon as possible but within 10 business days of the conclusion of the hearing, the Panel will provide its written decision to the President or designate, with a copy provided to both the Complainant and the Respondent. The decision will contain:



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- A summary of the relevant facts;
- A determination as to whether the acts complained of constitute harassment, abuse or bullying as defined in the policy;
- Disciplinary action against the Respondent, if the acts contravenes any CBSC policies;
- In addition, the decision may contain measure to remedy or mitigate the harm or loss suffered by the Complainant, if the acts contravenes any CBSC policies.

If the panel determines that the allegations of contravening any CBSC policies are false, vexatious, retaliatory or frivolous, its report may direct that there be disciplinary sanctions against the Complainant.

Unless otherwise decided, disciplinary sanctions directed by the panel shall take effect immediately.

The decision of the panel will be final and binding upon the Complainant, the Respondent and the Blizzard Soccer Club. Appeals to this process must be carried out according to the process outlined below.

Appeals: Refer to Policy 02-7 Administration of Appeals



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Record Keeping:

The President of the Calgary Blizzard Soccer Club and the office or administrative manager of the Blizzard Soccer Club shall keep a secure record of the Panel report and any appeal proceedings. The record shall contain all relevant documents including but not limited to:

- A copy of the complaint or report
- Responses to the complaint
- Terms of reference of the investigator
- Interim measures (if any)
- Witness statements
- Investigator's report
- Mediated solution (must be signed by both parties)
- Decision of the panel
- Sanctions imposed (if any)
- Any other related correspondence
- Appeals (if any)
- Decision of the Appeal Board

To the extent possible, the above documents and documents resulting in a violation of any of the CBSC policies shall be held in confidence by the Blizzard Soccer Club. However, there may be circumstances where information may/must be shared which include but not limited to:

- When criminal conduct may be involved;
- When it is believed necessary to protect others from harassment, abuse or bullying;



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- In the course of an investigation by a law enforcement agency;
- To protect the interests of the Blizzard Soccer Club;
- When required by law.

It is important to note that the Blizzard Soccer Club will not allow or pursue retaliation of any kind for reports or complaints, or for assistance or information provided to applicable authorities in connection with an investigation relating to the contravention of the CBSC policies, where the reports or complaints are made or provided in good faith.

INTERPRETATION:

- 1.0 Respondent** A person who the complaint is made against.
- 2.0 Complainant** A person who is making a report to the Sporting Director of the Calgary Blizzard Soccer Club or designate.
- 3.0 Investigator** An independent individual appointed by the President of the Calgary Blizzard Soccer Club or designate in his/her absence who conducts an investigation of the complaint.

