



## Complaint Intake Policy

Procedures for receiving and processing complaints by the **South Windsor Youth Soccer Club** are as follows:

1. All complaints must be made on the South Windsor Youth Soccer Club (SWYSC) complaint form and signed by the person making the complaint. Any complaint that is not in writing and/or on a form that is not signed will be disregarded by the SWYSC..
2. This form must be completed and submitted within seven (7) days of the event that gave rise the complaint. This form is to be marked to the attention of the SWYSC President and delivered to the Clubhouse or emailed to the SWYSC President.
3. Once received by the SWYSC the complaint will be reviewed by a SWYSC disciplinary committee, chaired by the Vice-President, within five (5) business days. Where timeliness is involved, the committee may determine that it will interview the parties and make a verbal determination of its decision.
4. The parties contacted with regards to this complaint will be at the sole discretion of the respective disciplinary committee.
5. The respective disciplinary committee will determine such remedy or remedies as it deems appropriate for the dispute.
6. All communication, whether oral or written, with regards to this complaint will remain confidential where possible, however, SWYSC cannot guarantee complete confidentiality.
7. The disciplinary committee will issue a written communication to all parties within seven (7) days of the decision. Where timeliness is an issue, the committee will issue a verbal decision followed by a written decision within 7 days.
8. In cases where the parties are able to determine their own remedy or remedies, with the assistance of the disciplinary committee, the committee will endorse and confirm the decision of the parties.
9. The respective disciplinary committee's decision will be binding on all parties, including the Board of Directors of the SWYSC. The decision may be appealed to the SWYSC Board of Directors on procedural grounds. Such procedural grounds are strictly limited to the disciplinary committee:
  - a. Making a decision for which it did not have authority or jurisdiction as set out in the rules of operation of the SWYSC;
  - b. Failing to follow the procedures as set out in the above policy, or
  - c. Making a decision that was influenced by bias.

Appeals on procedural grounds will be made to the Board of Directors of the SWYSC. The appeal must be made in writing within 14 days of the date of the written decision by the respective

committee. None of the above precludes an individual from filing a complaint with the Essex County Soccer Association.

THE PURPOSE OF THE ABOVE PROCEDURES IS TO PROMOTE ALTERNATIVES TO LITIGATION.  
THE SWYSC MAY REFUSE TO DEAL WITH A COMPLAINT IF THE PARTY OR PARTIES ENGAGE IN  
LITIGATION OR SEND A LAWYER'S LETTER THREATENING LITIGATION THAT IS EITHER  
DIRECTLY OR INDIRECTLY RELATED TO THE MATTER IN THE COMPLAINT.

### Complaint Intake Form

Please complete the following:

1. Person making the complaint:  Player  Parent  Volunteer  Official  Employee

Name:		
Mailing Address:	Street/Box Number	City Postal Code
Phone Number:	E-Mail:	

2. Person on whose behalf the complaint is made: (to be completed if different from above)

Name:

Name:
Birth Date (day/month/year):

3. Name of person(s) against whom you are complaining:

Name:
Title/Role:
Name:
Title/Role:

4. When did the last incident occur?

Date: \_\_\_\_\_

5. Please check the ground(s) that best describes your complaint:

Harassment (refer to Appendix A)

Type of behaviour:

Conduct  Gestures  Comments

Based on:

Race  Ethnicity  Disability  Marital Status  
 Colour  Sex  Religion  Pardoned conviction  
 Age  Sexual Orientation  Family Status



## **APPENDIX A**

The following are definitions that will be used to determine the grounds on which the complaint is made and the process to address it. South Windsor Youth Soccer Club acknowledges and supports OSA's definitions of bullying and harassment and abuse.

### **Bullying**

Bullying describes behaviors that are similar to harassment, but occur between children under the age of twelve or behaviors between youth or between adults that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into four categories: physical, verbal, relational (ie, trying to cut off victims from social connection by convincing peers to exclude or reject a certain person), and reactive (ie, engaging in bullying as well as provoking bullies to attack by taunting them).

### **Harassment**

Harassment is offensive behavior – emotional, physical, and or sexual – that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, family status, sexual orientation, sex or gender, disability, marital status, or pardoned conviction. Harassment occurs when someone attempts to negatively control, influence or embarrass another person based on a prohibited ground of discrimination.

### **Abuse**

Child abuse is any form of physical, emotional and / or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children and youth is an abuse of power or authority and / or breach of trust. Abuse is an issue of child protection. Protection refers to provincial, territorial or Aboriginal band-appointed child protective services. A child may be need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at [https://www.attorneygeneral.jus.gov.on.ca/english/family/divorce/child\\_protection/](https://www.attorneygeneral.jus.gov.on.ca/english/family/divorce/child_protection/)

### **Emotional Abuse**

Emotional abuse is a chronic attack on a child or youth's self-esteem; it is psychologically destructive behavior by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child or youth's needs.

### **Physical Abuse**

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child or youth. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing or excessive exercise as a form of punishment.

**Sexual Abuse**

Sexual abuse is when a child or youth is used by a child or youth with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse: contact and non-contact.