Serious Occurrence Policy

Policy Statement

Royal York FC's 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.

RYFC 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.

Royal York FC 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.

GLOSSARY OF POLICY TERMS

Serious Occurrences

A serious occurrence is defined as a situation in which inappropriate behaviour or unwelcome conduct is displayed in association with a Royal York Football Club 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 RYFC 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

Royal York FC has developed and implemented a formal procedure for receiving, investigating and resolving complaints. The procedure will include reasonable and prompt time lines.

Royal York FC's Discipline Chair, Technical Director, Director of Football and Club Director are responsible for receiving, investigating and resolving complaints. If the complaint directly involves RYFC Directors or Discipline Chair, the complaint must be addressed to the Board of Directors. Board of Directors will then solicit services of the independent third-party experts skilled in investigating and mediating. The third-party expert must not be in a conflict of interest situation and should have no connection to either party.

Policy Review, Training and Usage Reporting

This Serious Occurrence Policy will be included in RYFC staff orientations. The Policy and its related forms will be made available to all staff, players, parents, referees and volunteers via RYFC's website.

This policy will be reviewed annually by RYFC's Discipline Chair and Directors, and periodic staff training regarding this Policy and reporting procedure will be scheduled throughout the year. They will give an annual report to the Owners regarding the use and efficacy of the Serious Occurrence Policy and Reporting Process and will recommend changes to the program, if applicable, at that time.

SERIOUS OCCURRENCE REPORTING PROCESS

Reporting Procedure

If a member, parent, 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 Discipline Chair or Club’s Directors and 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 via one of the following ways:

I. In person - Please submit the completed form in a sealed envelope, attention RYFC Discipline Chair. Should the Serious Occurrence involved RYFC's Discipline Chair, please address the envelope to the Club Owners.

II. Via email - Please email a copy of the completed form to RYFC Discipline Chair. Should the Serious Occurrence involved RYFC's Discipline Chair, please email the completed form to the Owners.

Please be reminded that retaliation of any kind is strictly prohibited and may result in disciplinary action.

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). Please reference RYFC's Serious Occurrence Report Review and Resolution Process for detailed steps regarding how claims are processed internally.

Resolution of Claim

Upon completion of the investigation, RYFC Discipline Chair 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:

I. 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.

II. Writing the individual and describe the inappropriate behaviour or unwelcome conduct, how it makes him/her feel, and requesting that the behaviour stop.

III. Asking RYFC Directors or the Discipline Chair to meet the individual and request the behaviour to stop.

If the complainant(s) find(s) the resolution acceptable, the Discipline Chair 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 RYFC.

If the complainant(s) find(s) the resolution unacceptable, the Discipline Chair 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.

If you have any questions regarding Royal York FC's Serious Occurrence Policy, Reporting Form or Review and Resolution Process, please contact RYFC Discipline Chair via email.