



## Discipline and Complaint Policy

Implementation Date: September 15, 2024

### 1.0 Purpose

This policy outlines the conditions for which complaints may be issued and the procedures by which complaints are addressed by South Shore United FC.

### 2.0 Definitions

- **Complainant:** the person making the complaint.
- **Respondent:** the person against whom a complaint is made.
- **Official:** For the purposes of this Policy, an “Official” is any South Shore United FC board member, Executive Director, or other individual occupying a position of authority within South Shore United FC who is designated to respond to the complainant. The role of the Official is to serve in a neutral, unbiased capacity in receiving the complaint and assisting in its informal resolution.
- **Persons in Authority:** Individuals in roles such as coach, assistant coach, team manager, executive member, administrator, referee, or any person who works with, for, or around athletes.
- **Team Staff:** any volunteer specifically assigned to a South Shore United FC team (e.g. coaches, assistant coaches, team managers)
- **South Shore United FC Participant:** Includes athletes, parents, and team staff (e.g. coaches, assistant coaches, team managers)
- **Vulnerable Participant:** Minors and vulnerable adults (people who, due to age, disability or other circumstance, are dependent on others or at a greater risk of harm from people in positions of trust or authority).

### 3.0 Scope

This policy applies to all South Shore United FC participants subject to the Club’s Code of Conduct and Safe Sport policies.

### 4.0 Policy Statement

Any participant found to have engaged in maltreatment, breached the Code of Conduct, or acted in a way that violates the values of South Shore United FC may be subject to disciplinary action.

Designated Officials will determine the severity of the infraction and the appropriate disciplinary measures. In cases of serious incidents, the Board of Directors may impose immediate suspensions or bans from Club activities.

South Shore United FC may revoke registration, access, or privileges for any participant who fails to comply with disciplinary measures. Registration fees will not be refunded if a player is suspended or dismissed due to misconduct.



All complaints or incident reports should be made in writing and the complainant should contact the individual occupying a position of authority within South Shore United FC who is designated to respond to the complainant for further direction.

- **Vulnerable Participants:** Complaints involving a vulnerable participant must have a parent/guardian or other adult representative involved. All communication from the Official will be directed to the representative.
- **The Organization as Complainant:** The Club may, at its discretion, act as the complainant and initiate the complaint process.
- **Confidential Complaints:** The Club encourages prompt reporting of suspected or confirmed breaches of the Safe Sport policies, Athlete Protection Policy, Code of Conduct, or the law. Reports may be made anonymously (*see Appendix 1*).

## 5.0 Procedures

### 5.1: Reporting Complaints

- a. Individuals experiencing or witnessing maltreatment are encouraged to tell the respondent that the behaviour is unwelcome, offensive, and contrary to Club policy.
- b. If direct confrontation is not possible or effective, the complainant should request a meeting with an Official.
- c. The Official will act in a neutral, unbiased capacity to receive the complaint and assist in informal resolution. If the Official cannot do so, the matter will be referred to another Official. The complainant will be asked to provide details about the matter (*see Appendix 1*).
- d. Reports of suspected maltreatment will be addressed according to these procedures, even if the complainant is not the affected party.
- e. If a complainant does not wish to file a formal complaint but the Official believes there is sufficient evidence, the Official may proceed with a formal complaint.

### 5.2 Response and Remedies

Responses will be proportionate to the severity of the incident. Minor incidents may be addressed informally, while serious cases will follow formal procedures. All complaints will be handled promptly, fairly, and confidentially. Retaliation is strictly prohibited. Anyone making a complaint, which is found to be clearly unfounded, false, malicious or frivolous, will be subject to discipline as outlined in this policy.

### 5.3 Complaint Procedure for Officials

Officials must maintain records of all complaints and submit them to the Board of Directors. Outcomes may include:

- a. Closing the matter if no breach occurred.
- b. Immediate informal corrective action.
- c. Referral to the Board of Directors for formal action.
- d. Acknowledgement that corrective action has already been taken.



#### 5.4 Discipline

When deciding on disciplinary action, the Board will consider factors such as severity, frequency, relationship between parties, age, history, willingness to change, and retaliation.

Possible sanctions:

- Verbal or written apology
- Letter of reprimand
- Removal of privileges/access
- Temporary suspension
- Dismissal/expulsion
- Referral to external authorities

#### 5.5 Confidentiality

In invoking disciplinary sanctions, the Executive Director and South Shore United FC Board of Directors may consider the following options, singly or in combination, depending on the nature and severity of the harassment:

- Verbal apology
- Written apology
- Letter of reprimand from South Shore United FC
- Removal of certain privileges/access
- Temporary suspension
- Dismissal/Expulsion
- Recommendation to escalate to appropriate authority.

#### 5.6 Confidentiality

The Club will make reasonable efforts to maintain confidentiality, subject to legal and safety obligations.

Information may be disclosed when:

- Criminal conduct may be involved
- Protection of others is required
- Fairness or due process demands it
- Law enforcement is investigating
- Required by law

Any person who reports a concern in good faith will not be subject to reprisal or other adverse consequences as a result of submitting a complaint.

For the purpose of this Policy, knowingly making a groundless or false allegation, or knowingly providing false information shall also be deemed a reprisal and may be subject to sanctions under the Code of Conduct Policy.

#### 5.7 Appeals

Participants have seven (7) days from the decision date to submit a written appeal stating the grounds, reasons, evidence, and requested remedies. Appeals will only be heard if sufficient grounds exist, such as lack of jurisdiction, procedural errors, bias, or gross unreasonableness.



## Appendix 1:

### SSUFC Complaint Reporting Guidelines

At South Shore United FC, we take all concerns seriously and are committed to creating a safe, respectful, and supportive environment for everyone. This form is your opportunity to share a concern, whether you choose to include your name or remain anonymous.

If you provide your name and contact information, we will respect your wishes and keep it confidential. Sharing your contact details can help us gather more information and address the matter more effectively. If you prefer to remain anonymous, your report will still be accepted and investigated, as long as there is enough information and evidence to support the claim.

### Instructions

Please provide as much detail as possible so we can understand and address your concern.

1. **Nature of Concern** – Describe your concern and explain how it may involve a breach of the *Athlete Protection Policy*, *Code of Conduct Policy*, or any applicable SNS or Canada Soccer policies. Include enough detail for an independent person to understand the issue and enable further investigation.
2. **Incident Details**: Provide the location and/or date of the incident (e.g., region, event, specific location, department) and explain how you became aware of it.
3. **Individuals Involved**: List the full name, title, and role of each individual you suspect of wrongdoing.
4. **Frequency**: Indicate how many times this incident has occurred (if applicable).
5. **Duration**: Indicate how long this behaviour has been occurring (if applicable).
6. **Previous Actions Taken**: Describe any steps you have already taken (e.g., discussing it with someone, informing a coach).
7. **Contact Information (Optional)**: Would you be willing to provide your name and contact details?
  - **No**: If no, please note that we may not be able to follow up with you.
  - **Yes**: If yes, please provide your name, email address, and telephone number for follow-up purposes.

Forms can be mailed anonymously to:  
% South Shore United FC President  
100 High St, Suite 205  
Bridgewater, NS, B4V 1V9

If you are willing to provide your name and contact information, the form may also be emailed confidentially to: **president@ssufc.ca**



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| Approval Authority       | Person Responsible | Date of Approval   | Last Reviewed                         |
|--------------------------|--------------------|--------------------|---------------------------------------|
| SSUFC Board of Directors | SSUFC President    | September 12, 2024 | August 24/25: approved with revisions |