



## St. Clements Soccer Association

### Complaint Process/Disciplinary Policy

It is expected that all members of the SCSA shall adhere to the Codes of Conduct of the SCSA at all times while participating in any activities associated with the SCSA. The *Complaint Process/Disciplinary Policy* of the SCSA has been adapted from the policies and procedures of the Ontario Soccer Association.

#### *Complaint Process*

The SCSA Complaint Process is meant to be the proper means for anyone participating in, or attending any SCSA event, to bring to the attention of the Executive any inappropriate conduct by any member of the SCSA. It is meant to be a non-judgmental, transparent process, which will allow the Executive, at their discretion, to use the appropriate section of the Disciplinary Policy. The Complaint Process will be made available to all members of the SCSA.

- 1) Any member of the Executive, the coaches, convenors, or referees may receive complaints from anyone attending an SCSA event.
- 2) Complaints may be received verbally, by phone, email, or written letter.
- 3) Details of the complaint should be recorded on the SCSA Incident Report and forwarded by any means to the designated Discipline Chair.
- 4) The Discipline Chair will contact all involved parties, and document their versions of the incident on the SCSA Incident Report. Should third parties need to be contacted to clarify any details of the incident, the Discipline Chair may do so at their discretion.
- 5) The Discipline Chair will be responsible for notifying the Executive of the details of the incident within 24 hours of receiving the complaint.
- 6) Every attempt shall be made to resolve incidents calmly, rationally, and after a 'cooling down' period, if required.
- 7) Should the Discipline Chair not be able to resolve the incident, or if the Disciplinary Policy requires it, a meeting of all the parties involved, the Discipline Chair, and no fewer than 3 members of the Executive (one of which may be the Discipline Chair) will be held at the earliest possible date.

#### *Disciplinary Policy*

The SCSA Disciplinary Policy is meant to be the guideline used by the Discipline Chair and the Executive, at their discretion, to resolve any complaint received by the Executive. Action to be taken under the Disciplinary Policy may either be determined by a full review and discussion of the incident, or by a meeting of all parties involved in the incident. A meeting may be requested by the Discipline Chair, a member of the Executive, or by any party involved in the incident. The Disciplinary Process will be made available to all members of the SCSA.

- 1) The Tables for Misconduct are to be used as a guideline for appropriate penalties for various acts of misconduct. They are in no way intended to be all-encompassing, or definitive, and should be used at the discretion of the Discipline Chair and the Executive.
- 2) Depending on the severity and circumstance of the offense, these penalties may be the

*minimum* deemed appropriate by the Discipline Chair and the Executive.

- 3) It is the responsibility of the Discipline Chair to notify the Executive of any incident within 24 hours of receiving the complaint, to notify the Association member involved in the complaint within 48 hours of receiving the complaint, and attempt to resolve the complaint within 7 days of receiving the complaint.
- 4) Should the Discipline Chair feel that they may be unable to resolve any incident within 7 days after having received the complaint, they may designate another member(s) of the Executive to do so.
- 5) Offenses 1.10, 1.12, 1.13, and offenses 2.5 - 2.8 inclusive require that a meeting be held involving all parties involved in the incident, the Discipline Chair, and no fewer than 3 members of the Executive (one of which may be the Discipline Chair).
- 6) A meeting to discuss any offenses not listed above may be requested by any party involved in the incident, the Discipline Chair, or any member of the Executive, if it is deemed necessary.
- 7) Any decision regarding the appropriate penalty for any offense issued by the Discipline Chair and/or the Executive will be considered final.

Table 1 - Penalties for Player Misconduct

Offense #	Offense Description	First Offense of Season	Second Offense of Season	Third Offense of Season
1.1	First caution (yellow card)	No action	N/A	N/A
1.2	Second caution (yellow card)	No action	N/A	N/A
1.3	Third caution (yellow card)	1 game suspension	N/A	N/A
1.4	Fourth caution (yellow card)	No action	N/A	N/A
1.5	Fifth caution (yellow card)	2 game suspension	N/A	N/A
1.6	Six (or more) caution (yellow card)	3 game suspension	N/A	N/A
1.7	Dismissed from game (red card)	1 game suspension	2 game suspension	4 game suspension
1.8	Dismissed from game (red card) for any caution directed at an official	2 game suspension	4 game suspension	season suspension
1.9	Dismissed from game (red card) for using offensive, insulting, or abusive language or gestures	1 game suspension	3 game suspension	season suspension
1.10	Dismissed from game (red card) for using sexist or racist language or gestures	season suspension, and possible suspension of membership in Association		
1.11	Dismissed from game (red card) for a serious foul with an obvious intent to injure	4 game suspension	6 game suspension	season suspension
1.12	Dismissed from game (red card) for spitting on an opponent, official, or any other person	season suspension		
1.13	Dismissed for attempted physical assault, or physical assault of an Official or an opponent	season suspension and lifetime suspension of membership in Association		
1.14	Participation in any soccer activity from which player was suspended	season suspension	suspension of membership in Association	

Table 2 – Penalties for Coach/Executive Misconduct

Offense #	Offense Description	First Offense of Season	Second Offense of Season	Third Offense of Season
2.1	Report or complaint of misconduct involving a game Official or any member of opponents organization during, or in the vicinity of a game	Return signed copy of Coaches' Code of Conduct	2 game suspension	4 game suspension
2.2	Dismissed from game for misconduct directed at any player or member of opponents organization	Return signed copy of Coaches' Code of Conduct & 1 game suspension	3 game suspension	season suspension
2.3	Dismissed from game for misconduct directed at a game Official	Return signed copy of Coaches' Code of Conduct & 2 game suspension	4 game suspension	season suspension
2.4	Dismissed from game for using offensive, insulting, or abusive language or gestures	Return signed copy of Coaches' Code of Conduct & 2 game suspension	4 game suspension	season suspension
2.5	Refuses to leave field of play after dismissal by game Official	Return signed copy of Coaches' Code of Conduct & 3 game suspension	season suspension	
2.6	Dismissed from game for using sexist or racist language or gestures	season suspension, and possible suspension of membership in Association		
2.7	Dismissed from game for spitting on a game Official, or any other person	season suspension, and possible suspension of membership in Association		
2.8	Dismissed for attempted physical assault, physical threats, or physical assault of a player, an Official or any member of opponents organization	season suspension and lifetime suspension of membership in Association		
2.9	Participation in any soccer activity from which member was suspended	season suspension, and possible suspension of membership in Association		