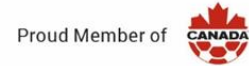




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Information Bulletin

Bulletin #: I2020-004
Date: Jan. 13, 2020
To: Ontario Soccer, District Membership, Associate Members, and ORA
CC: Ontario Soccer Board of Directors, Staff
From: Johnny Misley, Chief Executive Officer
Subject: Updated Policy and Process for the Management of Complaints (Appendix B1)

Ontario Soccer's Board of Directors, at their December 7, 2019 meeting, approved an updated Ontario Soccer Code of Conduct and Ethics (Appendix B1) related to the Management of Complaints for Ontario Soccer and its affiliated organizations.

This updated governing document will take effect immediately upon release and can be found in the [Governing Documents Section](#) of the Ontario Soccer website.

This review includes updates and changes that are detailed below.

Please be advised that with this release will come a series of education sessions, starting with District Administrators. If requested by Districts, the delivery of education to District Clubs and Ontario Registered Academies will follow.

This is a critical point in the process of dealing with the ever growing area of complaints and any questions regarding this document should be directed to **Patty Forbes, Director of Administration**, for full clarification, if necessary.

Updated sections of the appendix are as follows:


- Definitions, Item (g);
- Jurisdiction, Item (8);
- Responsibilities, Item (9), b (iii), (viii), (xviii); (9) d (viii)
- Process for Reporting a Complaint/Violation of the Code, Items (3), (4), (7) and (10)
- Procedures, Item (5), (6), and (12)

Ontario Soccer will continue to work towards keeping the Governing Documents of the Association updated and easily accessible to assist with the administration of the game for our membership across the province.



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Clubs and Ontario Registered Academies are asked to contact their local District Association if they have any questions.

If you have any further questions, please contact [Patty Forbes](#).

