

APPENDIX B1: CODE OF CONDUCT AND ETHICS

*This Code has been prepared by Ontario Soccer and this Code is applicable to Ontario Soccer and its Affiliate Organizations.
This document cannot be modified by any Affiliate Organization without consultation and approval from Ontario Soccer.*

Definitions

1. The following terms have these meanings in this Code:
 - a) *"Affiliate Organization"* – means any Ontario Soccer District Association, League, Club, Ontario Recognized Academy, or Registered Organization.
 - b) *"Case Manager"* – means an individual who is responsible for managing complaints after a 'Request for Reconsideration' has been submitted.
 - c) *"Code"* – means this Code of Conduct and Ethics
 - d) *"Complainant"* – the Party alleging an infraction
 - e) *"Complaints Administrator(s)"* – An individual or individuals appointed by the Organization, typically a staff person of the Organization (or an external group or body), to be the first point-of-contact for all Code of Conduct and Ethics complaint matters reported to the Organization
 - f) *"Days"* – shall mean total days, including weekends and holidays, but not including the date of the meeting, hearing or event in question, or the date by which a response if any is required.
 - g) *"Final Decision Making Panel"* – shall mean a group consisting of either one or three persons who are appointed by a Case Manager to decide on a case in accordance with this Code.
 - h) *"Individuals"* – means all categories defined in the Organization's By-laws, as well as all individuals employed by, or engaged in activities with the Organization including, but not limited to, Administrators, Coaches, Directors, Employees, Players, Registered Teams, Registrants, Team Officials, volunteers, spectators, parents/guardians or Representatives.
 - i) *"Organization"* – the organization adopting this Code, which may be Ontario Soccer or an Affiliate Organization
 - j) *"Party"* – The Complainant or Respondent.
 - k) *"Proposed Result"* – The decision by the Complaints Administrator on the complaint. Parties can either accept the Proposed Result or submit a Request for Reconsideration
 - l) *"Respondent"* – The alleged infracting Party.
 - m) *"Workplace"* – means any place where business or work-related activities are conducted. Workplaces include but are not limited to, the Organization's office, work-related social functions, work assignments outside the office, work-related travel, and work-related conferences or training sessions

Purpose

2. The purpose of this Code is to ensure a safe and positive environment within the Organization's programs, activities, and events by making Individuals aware that there is an expectation, at all times, of appropriate behaviour. The Organization supports equal opportunity, prohibits discriminatory practices, and is committed to providing an environment in which all individuals are treated with respect and fairness.

Application of this Code

3. This Code applies to Individuals' conduct during the Organization's business, activities, and events including, but not limited to, competitions, tournaments, practices, tryouts, training camps, travel associated with the Organization's activities, meetings of the Organization's Board, and any other meetings of the Organization.

4. This Code also applies to Individuals' conduct outside of the Organization's business, activities, and events when such conduct adversely affects relationships within the Organization (and its work and sport environment) or is detrimental to the image and reputation of the Organization. Such applicability will be determined by the Organization at its sole discretion.
5. An Individual who violates this Code may be subject to a formal complaint, a discipline process and the imposition of sanctions, pursuant to this Code.
6. This Code does not prevent immediate discipline or sanction from being applied as reasonably required. Further discipline may be applied according to this Code. Any infractions or complaints occurring within competition will be dealt with by the procedures specific to the competition, if applicable.
7. The conduct provisions of this Code apply to staff and employees of the Organization. However, the procedures for discipline and the sanctions described in the Code do not apply. Conduct complaints about staff or employees should be submitted to the individual's supervisor and will be addressed per the Organization's policies for human resources and/or the individual's employee/contractor agreement.
8. The Organization's staff and employees may submit complaints under this Code. Complaints submitted against the worker's supervisor (whether the supervisor is another employee or a Director) will be addressed i) when submitted against an employee supervisor, per the Organization's policies for human resources, and ii) when submitted against a Director supervisor, per the procedures described in this Code. In both cases, the individual may submit an anonymous complaint and the Organization pledges to engage external assistance handling the complaint and will protect the individual from reprisal.

Jurisdiction

9. Organizational jurisdiction of complaints within Ontario Soccer and its Affiliate Organizations will be determined based upon where and when the conduct occurred, as determined by the Organization's Complaints Administrator or by Ontario Soccer, at its discretion. Ontario Soccer may assume jurisdiction of a complaint being handled by an Affiliate Organization if, in its discretion, it believes that the Affiliate Organization does not have the capacity or capability to handle the complaint or that it may be in a conflict of interest.
10. Incidents that occur in-game or that relate to Operational Procedures are addressed per the Organization's Discipline Policy. Incidents may not be addressed under both this Code and the Discipline Policy.

Responsibilities

11. Individuals have a responsibility to:
 - a) Maintain and enhance the dignity and self-esteem of Individuals and other persons by:
 - i. Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, race or perceived race, nationality, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age,

- class, marital status, family status, religion, political belief, physical or mental disability, economic status or source of income
 - ii. Focusing comments, criticism or disciplinary actions appropriately
 - iii. Demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct
 - iv. Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory
 - v. Treating individuals fairly and reasonably
 - vi. Adhering to the Organization's rules and policies and the spirit of those rules and policies
- b) Refrain from any behaviour that constitutes **harassment**, where harassment is defined as comment or conduct directed towards an individual or group, which is offensive, abusive, racist, sexist, degrading, or malicious. Types of behaviour that constitute harassment include, but are not limited to:
- i. Written or verbal abuse, threats, or outbursts
 - ii. The display of visual material which is offensive or which a reasonable person ought to know is offensive in the circumstances
 - iii. Racial harassment, which is racial slurs, jokes, name calling, or insulting behaviour or terminology that reinforces stereotypes or discounts abilities because of racial or ethnic origin
 - iv. Unwelcome remarks, jokes, comments, innuendo, or taunts
 - v. Leering or other suggestive or obscene gestures
 - vi. Condescending or patronizing behaviour, which is intended to undermine self-esteem, diminish performance or adversely affect working conditions
 - vii. Practical jokes which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance
 - viii. Hazing
 - ix. Retaliation or threats of retaliation against an individual who reports harassment to the Organization
 - x. Bullying
 - xi. Offensive or intimidating communications, including social media
 - xii. Inappropriate use of social media
 - xiii. Displaying or circulating offensive pictures, photographs or materials in printed or electronic form
 - xiv. Psychological abuse
 - xv. Discrimination
 - xvi. Words or actions which are known or should reasonably be known to be offensive, embarrassing, humiliating, demeaning or intimidating
 - xvii. Behaviours such as those described above that are not directed towards a specific individual or group but have the same effect of creating a negative or hostile environment
 - xviii. Retaliation or threats of retaliation against a person who reports harassment
- c) Refrain from any behaviour that constitutes **violence**, where violence is defined as the exercise of physical force, that causes or could cause physical injury; an attempt to exercise physical force that could cause physical injury; or a statement or behaviour that it is reasonable to interpret as a threat to exercise physical force. Types of behaviour that are applicable to this section include, but are not limited to:
- i. Verbal threats to attack
 - ii. Sending to or leaving threatening notes or emails
 - iii. Making threatening physical gestures

- iv. Wielding a weapon
 - v. Hitting, pinching or unwanted touching which is not accidental
 - vi. Throwing an object
 - vii. Blocking normal movement or physical interference, with or without the use of equipment
 - viii. Any attempt to engage in the type of conduct outlined above
- d) Refrain from any behaviour that constitutes **sexual harassment**, where sexual harassment is defined as unwelcome sexual comments and sexual advances, requests for sexual favours, or conduct of a sexual nature. Types of behaviour that constitute sexual harassment include, but are not limited to:
- i. Sexist jokes
 - ii. Sexual violence
 - iii. Display of sexually offensive material
 - iv. Sexually degrading words used to describe a person
 - v. Inquiries or comments about a person's sex life
 - vi. Unwelcome sexual flirtations, advances, requests, invitations or propositions
 - vii. Inappropriate sexual touching, advances, suggestions or requests
 - viii. Persistent unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing
 - ix. Physical or sexual assault
- e) Abstain from the use of illegal drugs, or illegal or non-prescribed performance-enhancing drugs or methods.
- f) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate or unwanted activities
- g) While acting in the capacity as either a coach or volunteer responsible for supervising activities and/or athletes, refrain from consuming recreational drugs, intoxicants or alcohol.
- h) Respect the property of others and not willfully cause damage
- i) Adhere to all federal, provincial, municipal and host country laws
- j) Comply, at all times, with the Organization's By-laws, policies, procedures, and rules and regulations, as adopted and amended from time to time
- k) Treat all other Individuals with respect
- l) Report to the Organization any ongoing criminal investigation, conviction, or existing bail conditions involving yourself, including, but not limited to, those for violence, child pornography, or possession, use, or sale of any illegal substance

Volunteers

12. In addition to section 11 (above) volunteers have additional responsibilities. Volunteers are a critical part of the organization and the organization's success is directly related to volunteers carrying out their assigned responsibilities. Volunteers will:

- a) Act with honesty and integrity while carrying out any assigned responsibilities
- b) Comply with both the letter and the spirit of any training or orientation provided by the Organization
- c) Take responsibility for actions and decisions. Follow reporting lines to facilitate the effective resolution of problems
- d) Prudently manage and allocate assets and resources, both financial and material
- e) Abide by applicable conflict of interest and confidentiality policies

- f) Use inoffensive language
- g) Dress professionally, neatly, and inoffensively

13. Volunteers will **not**:

- a) Exceed the authority of their assigned position
- b) Encourage athletes to consume illegal drugs, alcohol or performance-enhancing drugs
- c) Engage in a sexual relationship with a minor athlete

Coaches

14. In addition to section 11 (above), coaches have many additional responsibilities. The coach-athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of the athlete. Coaches must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it, consciously or unconsciously. Coaches will:

- a) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved athletes
- b) Prepare athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm athletes
- c) Avoid compromising the present and future health of athletes by communicating and cooperating with medical professionals in the diagnosis, treatment, and management of athletes' medical and psychological treatments
- d) Support the coaching staff of a training camp, provincial team, or national team, should an athlete qualify for participation with one of these programs
- e) Provide athletes (and the parents/guardians of minor athletes) with the information necessary to be involved in the decisions that affect the athlete
- f) Act in the best interest of the athlete's development as a whole person
- g) Meet coaching credentials required by the Organization
- h) Respect athletes playing with other teams and, in dealings with them, not encroach upon topics or actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the athletes
- i) Recognize the power inherent in the position of coach and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Coaches have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights
- j) Dress professionally, neatly, and inoffensively
- k) Use inoffensive language

15. Coaches will **not**:

- a) Exceed the authority of their assigned position
- b) Provide athletes with, or promote, encourage or condone the use by athletes of illegal drugs, alcohol, or performance enhancing substances or methods.
- c) Engage in a sexual relationship with a minor athlete

Athletes (with the assistance of their caregivers when necessary)

16. In addition to section 11 (above), athletes will have additional responsibilities to:

- a) Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete
- b) Participate and appear on-time and be prepared to participate to their best abilities in all competitions, practices, training sessions, tryouts, tournaments, and events
- c) Properly represent themselves and not attempt to participate in a competition for which they are not eligible by reason of age, classification, or other reason
- d) Adhere to the Organization's rules and requirements regarding clothing and equipment
- e) Never ridicule a participant for a poor performance or practice
- f) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other players, officials, coaches, or spectators
- g) Dress in a manner representative of the Organization, focusing on neatness, cleanliness, and discretion
- h) Act in accordance with the Organization's policies and procedures and, when applicable, additional rules as outlined by coaches or managers

Directors, Committee Members, and Staff

17. In addition to (i) Section 11 above, (ii) the Conflict of Interest Policy, and (iii) the Confidentiality Policy, the Directors, Committee Members, and Staff will have additional responsibilities to:

- a) Ensure their loyalty prioritizes the interests of the Organization;
- b) Act with honesty and integrity and conduct themselves in a manner consistent with the nature and responsibilities of the business and the maintenance of Individuals' confidence
- c) Ensure that financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities
- d) Conduct themselves openly, professionally, lawfully and in good faith
- e) Be independent and impartial and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism
- f) Behave with decorum appropriate to both circumstance and position
- g) Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to applicable laws
- h) Respect the confidentiality appropriate to issues of a sensitive nature
- i) Respect the decisions of the majority and resign if unable to do so
- j) Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings
- k) Have a thorough knowledge and understanding of all governance documents

18. Directors, Committee Members and Staff will **not**:

- a) Exceed the authority of their assigned position
- b) Encourage anyone to consume illegal drugs, alcohol or performance-enhancing drugs
- c) Engage in a sexual relationship with a minor athlete

Officials

19. In addition to section 11 (above), officials will have additional responsibilities to:

- a) Maintain and update their knowledge of the rules and rules changes

- b) Work within the boundaries of their position's description while supporting the work of other officials
- c) Act as an ambassador of the Organization by agreeing to enforce and abide by national and provincial rules and regulations
- d) Take ownership of actions and decisions made while officiating
- e) Respect the rights, dignity, and worth of all individuals
- f) Not publicly criticize other officials or any club or association
- g) Act openly, impartially, professionally, lawfully, and in good faith
- h) Be fair, equitable, considerate, independent, honest, and impartial in all dealings with others
- i) Respect the confidentiality required by issues of a sensitive nature, which may include ejections, defaults, forfeits, discipline processes, appeals, and specific information or data about Individuals
- j) Honour all assignments unless unable to do so by virtue of illness or personal emergency, and in these cases inform the assignor or association at the earliest possible time
- k) When writing reports, set out the true facts
- l) Dress in proper attire for officiating

20. Officials will **not**:

- a) Exceed the authority of assigned position
- b) Encourage anyone to consume illegal drugs, alcohol or performance-enhancing drugs
- c) Engage in a sexual relationship with a minor athlete

Parents/Guardians and Spectators

21. In addition to section 11 (above), parents/guardians and spectators at events will:

- a) Encourage athletes to compete within the rules and to resolve conflicts without resorting to hostility or violence
- b) Condemn the use of violence in any form
- c) Never ridicule a participant for making a mistake during a performance or practice
- d) Provide positive comments that motivate and encourage participants' continued effort
- e) Respect the decisions and judgments of officials, and encourage athletes to do the same
- f) Never question an official's or staff member's judgment or honesty
- g) Support all efforts to remove verbal and physical abuse, coercion, intimidation, and sarcasm
- h) Respect and show appreciation to all competitors, and to the coaches, officials and other volunteers
- i) Not harass competitors, coaches, officials, parents/guardians, or other spectators

Affiliate Organizations

22. The Organization's Affiliate Organizations will:

- a) Adhere to all of the Organization's governing documents and, where necessary, amend their own rules to comply or align with those of the Organization
- b) Pay all required dues and fees by the prescribed deadlines;
- c) Recognize that their websites, blogs and Social Media accounts may be seen as extensions of the Organization and must reflect the Organization's mission, vision and values
- d) Ensure that all Athletes and coaches participating in sanctioned competitions and events of the Organization are registered and in good standing
- e) Have well-defined hiring practices and standards in place including interviews, reference checks, and screening procedures to ensure Athletes have a healthy and safe sport environment

- f) Ensure that any possible or actual misconduct is investigated promptly and thoroughly
- g) Impose appropriate disciplinary or corrective measures when misconduct has been substantiated, regardless of the position or authority of the offender
- h) Advise the Organization immediately of any situation where a complainant has publicized a complaint in the media
- i) Provide the Organization with a copy of all decisions rendered pursuant to the organization's policies for complaints and appeals

Process for Reporting a Complaint/Violation of the Code:

23. Any person may report an incident or complaint alleging a breach of the Code, in writing within fourteen (14) days of the alleged incident to the Organization's Complaints Administrator (when identified) or to the Organization. If the Organization has not identified a Complaints Administrator, it will appoint one immediately. The timeline for submitting a complaint can be waived or extended at the Complaints Administrator's discretion.
24. At the Organization's discretion, the organization may act as the Complainant and initiate the complaint process under the terms of this Code. In such cases, the organization will identify an individual to represent the organization.
25. If the Complaints Administrator is in a conflict of interest situation or at their sole discretion, the Complaints Administrator may refer the complaint to another staff person or may appoint an external Complaints Administrator.
26. Individuals who wish to file a complaint will submit the following:
 - a) The complaint in writing
 - b) Contact information of the complainant
 - c) Name of the Respondent
 - d) Contact information of the Respondent (if known)
 - e) Sections of the Code that the Respondent allegedly violated
 - f) All evidence that supports the complaint (including emails, videos, witness statements, etc.)
 - g) Requested remedies or sanctions
27. Upon receipt of a written complaint, the Complaints Administrator will review the submissions received as part of the complaint and will determine one or more of the following outcomes:
 - a) The complaint may not be filed within the correct jurisdiction. The Complaints Administrator will consult with the Organization and any potentially-affected Affiliate Organizations. The Complaints Administrator will determine whether the Organization can address the complaint. If not, the Complaints Administrator will inform the Complainant of the correct jurisdiction for filing the complaint
 - b) Request additional clarifying documentation from the Complainant
 - c) Request a response document from the Respondent
 - d) Appoint an Investigator to investigate the complaint, interview parties and witnesses, and prepare an Investigator's Report that will guide the Complaints Administrator in making a decision (the Investigator's Report may be provided to the Final Decision Making Panel, if appointed, but does not replace the requirement for a hearing (if held))
 - e) Propose the use of mediation

- f) Determine that a Proposed Result should apply. Proposed Results include:
 - i. The complaint is not substantiated and no sanction will be imposed
 - ii. Verbal or written reprimand
 - iii. Verbal or written apology
 - iv. Service or other contribution
 - v. Removal of certain privileges
 - vi. Suspension from certain teams, events, and/or activities
 - vii. Suspension from all activities for a designated period of time
 - viii. Payment of the cost of repairs for property damage
 - ix. Suspension of funding
 - x. Expulsion
 - xi. Any other sanction considered appropriate for the offense

- 28. If multiple complaints have been submitted against the same Respondent(s), or if multiple Respondents have been named in one or more complaints, the Complaints Administrator will take steps to handle the complaints in a single combined process. However, if any Party declines to participate in a combined process, the Complaints Administrator must permit the Parties to submit or respond to the complaint separately.
- 29. The Complaints Administrator will promptly inform the Complainant and the Respondent in writing of the determination and/or Proposed Result, if any.

Request for Reconsideration

- 30. The Complainant or the Respondent may reject the Proposed Result by submitting a Request for Reconsideration within five (5) days of receiving the Proposed Result. In the Request for Reconsideration, the Complainant or Respondent must indicate:
 - a) Why they reject the Proposed Result;
 - b) Summary of evidence that the Party intends to submit if there is a hearing; and
 - c) What result would be appropriate
- 31. Upon receiving a Request for Reconsideration, the Complaints Administrator notify the Parties that a Request for Reconsideration has been received and will appoint a Case Manager to oversee management and administration of the complaint. This appointment is not appealable.
- 32. If neither Party submits a Request for Reconsideration, the Proposed Result will take immediate effect. The Complaints Administrator will write a short decision describing the effects of the Proposed Result that will be distributed to the Parties and to the Organization. This decision is not appealable.

Procedures

- 33. The Case Manager has the following responsibilities:
 - a) Announce to the Parties that they have been appointed
 - b) Determine if the complaint is frivolous or vexatious or outside the jurisdiction of the Code. In such case, the complaint will be dismissed and this decision is not appealable
 - c) Propose the use of mediation or a negotiated settlement
 - d) Facilitate the exchange of written submissions between the Parties

- e) Appoint the Final Decision Making Panel
- f) Establish timelines and ensure procedural fairness of the process
- g) Coordinate the administrative aspects of the complaint process and provide logistical support to the Final Decision Making Panel
- h) Distribute the decision

34. The Final Decision Making Panel shall consist of a single Arbitrator who will hear the complaint. In extraordinary circumstances, and at the discretion of the Case Manager, a Final Decision Making Panel of three persons may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Final Decision Making Panel's members to serve as the Chair. The members of the Final Decision Making Panel should be experienced with handling sport disputes and must not be in a conflict of interest.

35. The Case Manager, in cooperation with the Final Decision Making Panel, will decide the format under which the complaint will be heard. This decision may not be appealed. The format of the hearing may be an oral in-person hearing, an oral hearing by telephone or other communication medium, a hearing based on a review of documentary evidence, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Final Decision Making Panel deem appropriate in the circumstances, provided that:

- a) The Parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing or an oral hearing by telephone or other communication medium
- b) Copies of any written documents which the parties wish to have the Final Decision Making Panel consider will be provided to all Parties, through the Case Manager, in advance of the hearing
- c) The Parties may engage a representative, advisor, or legal counsel at their own expense
- d) The Final Decision Making Panel may request that any other individual participate and give evidence at the hearing
- e) The Final Decision Making Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious, and shall place such weight on the evidence as it deems appropriate
- f) The decision will be made by a majority vote of the Final Decision Making Panel

36. If the Respondent acknowledges the facts of the incident, the Respondent may decline to participate in the hearing, in which case the Final Decision Making Panel will determine the appropriate sanction. The Final Decision Making Panel may still hold a hearing for the purpose of determining an appropriate sanction.

37. Subject to the above section, the hearing will proceed in any event, even if a Party chooses not to participate in the hearing.

38. In fulfilling its duties, the Final Decision Making Panel may obtain independent legal advice.

Decision

39. After hearing and/or reviewing the matter, the Final Decision Making Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within seven (7) days of the

hearing's conclusion, the Final Decision Making Panel's written decision, with reasons, will be distributed by the Case Manager to all Parties, the Complaints Administrator, and the Organization. In extraordinary circumstances, the Final Decision Making Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the seven (7) day period.

Sanctions

40. The Final Decision Making Panel may apply the following disciplinary sanctions, singularly or in combination:

- a) Verbal or written reprimand
- b) Verbal or written apology
- c) Service or other contribution
- d) Removal of certain privileges
- e) Suspension from certain teams, events, and/or activities
- f) Suspension from the Organization's activities for a designated period of time
- g) Payment of the cost of repairs for property damage
- h) Suspension of funding
- i) Expulsion
- j) Any other sanction considered appropriate for the offense

41. Unless the Final Decision Making Panel decides otherwise, any disciplinary sanctions will begin immediately and will continue even if a Party initiates an appeal of the decision. Failure to comply with a sanction as determined by the Final Decision Making Panel will result in an automatic suspension from the Organization until such time as compliance occurs.

42. Records of all decisions will be maintained by the Organization in compliance with applicable law.

Appeals

43. Appeals may be heard as follows:

- a) An Affiliate Organization may hear appeals of a decision made by its own Final Decision Making Panel, per its applicable policies for appeals
- b) Ontario Soccer may hear appeals of a decision made by an Affiliate Organization's Final Decision Panel, either at the request of the Affiliate Organization or at its own discretion, per the Ontario Soccer *Appeal Policy*
- c) Ontario Soccer may hear appeals of a decision made by its own Final Decision Making Panel, per the Ontario Soccer *Appeal Policy*

Suspension Pending a Hearing

44. The Organization may determine that an alleged incident is of such seriousness as to warrant suspension of an Individual from the Organization pending completion of a criminal process, the hearing, or a decision of the Final Decision Making Panel.

Criminal Convictions

45. An Individual's conviction for a *Criminal Code* offense, as determined by the Organization, will result in the immediate suspension of the Individual. The Organization will choose to either wait until the expiration of the individual's affiliation with the Organization, which will not be renewed, or will initiate a complaint process per this Code with either itself (or an Individual) acting as the Complainant. *Criminal Code* offences may include, but are not limited to:

- a) Any child pornography offences
- b) Any sexual offences
- c) Any offence of physical violence
- d) Any offence of assault
- e) Any offence involving trafficking of illegal drugs

Confidentiality

46. The discipline and complaints process is confidential and involves only the Parties, the Complaints Administrator, the Case Manager, the Final Decision Making Panel, and any independent advisors to the Final Decision Making Panel.
47. Once the discipline and complaints process has been initiated, none of the Parties may disclose confidential information relating to the complaint to any person not directly involved in the proceedings. After the release of the decision, the only confidential information that may be disclosed is the result of the decision and the sanction (if any).
48. The Final Decision Making Panel will consider any violations of the confidentiality section of this Code prior to making a decision. Violations of this section of the Code after the decision has been released may cause the Organization, or another Individual, to initiate a complaint process against the Party violating this section.
49. The Final Decision Making Panel may determine if there are exceptions or additional restrictions to the confidentiality section of this Code.

Timelines

50. If the circumstances of the complaint are such that adhering to the timelines outlined by this Code will not allow a timely resolution to the complaint, the Final Decision Making Panel and/or Case Manager may direct that these timelines be revised.

Records and Distribution of Decisions

51. Other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, sport clubs, etc., may be advised of any decisions rendered in accordance with this Code.