



# ETOBICOKE FOOTBALL CLUB

## SERIOUS OCCURRENCE AND RESOLUTION PROCESS POLICY

### Investigation Process:

Step 1: Receiving the Official Complaint

Step 2: Notify the Executive Director Immediately

Step 3: Planning the Investigation

Step 4: Conducting the Interviews/Gathering of Evidence

Step 5: Analyzing the Information and Evidence Gathered

Step 6: Documenting the Investigation

Step 7: Complete the Investigation Report

### Steps In Planning

|         | IDENTIFY THE ALLEGATIONS             | SELECT THE MEANS             |
|---------|--------------------------------------|------------------------------|
| STEP 1: | The specific issue                   | Documents/Tools/Reports      |
| STEP 2: | Applicable corporate policies        | Interviews                   |
| STEP 3: | Applicable contracts confidentiality | Location                     |
| STEP 4: | Applicable collective agreement N/A  | Other                        |
| STEP 5: | Applicable legislation               | Municipal/Provincial/Federal |



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## Funnel Approach (The pyramid)

|                              |                              |  |
|------------------------------|------------------------------|--|
| <b>OPEN PHASE</b>            | <b>MEETING THE PLAINTIFF</b> | <ol style="list-style-type: none"><li>1. Learn all relevant evidence</li><li>2. Ask open ended questions</li><li>3. Ask Who? What? Where? How? Why?</li></ol>                            |
| <b>CLASSIFICATION PHASE:</b> | If required                  | Get Clarification of details   |
| <b>PINNING DOWN PHASE:</b>   | Closing the door             | <ul style="list-style-type: none"><li>-Make sure you have everything</li><li>-Reap and ask:<br/>-Is there anything else I should know. Is there anyone else I should speak to?</li></ul> |
| <b>FINAL PHASE:</b>          | Report recommendations       | <ul style="list-style-type: none"><li>-Make your recommendations</li><li>-Complete the investigation report</li><li>-Communicate your findings</li></ul>                                 |



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## Findings Worksheet

|    | Allegations | Evidence | Reasoning | Substantiated | Substantiated |
|----|-------------|----------|-----------|---------------|---------------|
| 1  |             |          |           |               |               |
| 2  |             |          |           |               |               |
| 3  |             |          |           |               |               |
| 4  |             |          |           |               |               |
| 5  |             |          |           |               |               |
| 6  |             |          |           |               |               |
| 7  |             |          |           |               |               |
| 8  |             |          |           |               |               |
| 9  |             |          |           |               |               |
| 10 |             |          |           |               |               |
| 11 |             |          |           |               |               |
| 12 |             |          |           |               |               |
| 13 |             |          |           |               |               |