

CORUNNA SOCCER CLUB

SERIOUS OCCURRENCE REPORT

REVIEW & RESOLUTION PROCESS

SERIOUS OCCURRENCE 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 & 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 issues	Documents / Tools / Report
Step #2	Applicable corporate policies	Interviews
Step #3	Applicable contract(s)	Confidentiality – location
Step #4	Applicable collective agreement – N/A	Other
Step #5	Applicable legislation	ESA, OHRC

FUNNEL APPROACH (The Pyramid)

CORUNNA SOCCER CLUB

SERIOUS OCCURRENCE REPORT

REVIEW & RESOLUTION PROCESS

Open phase	Meeting the plaintiff ○	Learn all relevant evidence ○ Ask open-ended questions ○ Ask: Who? / What? / Where? / How? / Why? ○
Clarification phase	If required	○ Get clarification of details
Pinning down phase	Closing the door	○ Make sure you have everything ○ Recap and ask: ○ Is there anything else I should know?
Final phase	Report / Recommendation(s)	○ Is there anyone else I should speak to? ○ Make your recommendation(s) ○ Complete the Investigation Report ○ Communicate your findings

FINDINGS WORKSHEET

	ALLEGATION(S)	EVIDENCE	REASONING	SUBSTANTIATED	
1				☐ Yes	☐ No
2				☐ Yes	☐ No
3				☐ Yes	☐ No
4				☐ Yes	☐ No
5				☐ Yes	☐ No
6				☐ Yes	☐ No
7				☐ Yes	☐ No
8				☐ Yes	☐ No
9				☐ Yes	☐ No
10				☐ Yes	☐ No