

Complaint Flow For Soccer New Brunswick

Preliminary Screening of Complaints Version 5.0

This chart is intended as a general guide to the complaint process and must be used in conjunction with the Soccer New Brunswick Safe Sport Policy Manual (SSPM).

These processes are available to any of the Member Clubs of the Association.

Updated: 2024-11-23 - Align process with updated Sport NB process.



Updated – 2024-11-23

Two reference documents:

UNIVERSAL CODE OF CONDUCT TO PREVENT AND ADDRESS MALTREATMENT IN SPORT

VERSION 2022 (6.0)

The Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS) is the core document that sets harmonized rules to be adopted by sport organizations that receive funding from the Government of Canada to advance a respectful sport culture that delivers quality, inclusive, accessible, welcoming and safe sport experiences.

The UCCMS was first published in 2019 (version 5.1) by the Canadian Centre for Ethics in Sport. Version 2022 (6.0) was published on May 31, 2022 by the Sport Dispute Resolution Centre of Canada (SDRCC) and is effective no later than November 30, 2022.

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SAFE SPORT POLICY MANUAL



ADOPTED October 1, 2022

2022-12-04 – Minor spelling edits, moved Gender Equity Policy out of Appendix area.
2023-01-08 - Inserted Whistle-blower website link (P. 44)
2023-04-30 – Inserted SoccerNB discipline process email address (P. 27)

Step 1. Determine if the complaint goes directly to the external process provided through Sport NB.

Does the complaint fall under **maltreatment** as defined in the Universal Code of Conduct to Prevent and Address Maltreatment in Sport ([UCCMS](#))?

OR

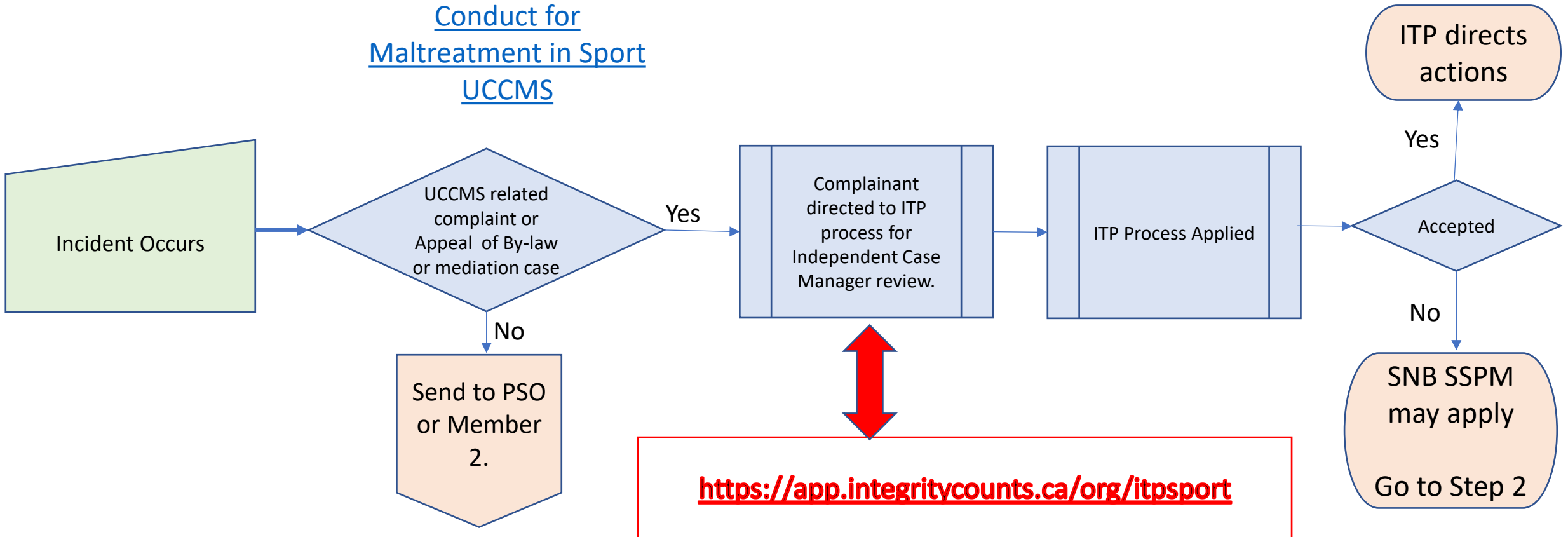
Is the complaint **one of two types of appeals** (subject to grounds for appeal):

1. Final decisions of a PSO/MSO alleging that it failed to follow their constitution/by-laws or policies
2. Final arbitral decisions made by a Mediator/Arbitrator appointed under the NB Safe Sport Complaint Mechanism (NBSSCM)

Go to <https://app.integritycounts.ca/org/itpsport>

Step 1 Process

[Use this link to see the Universal Code of Conduct for Maltreatment in Sport UCCMS](#)

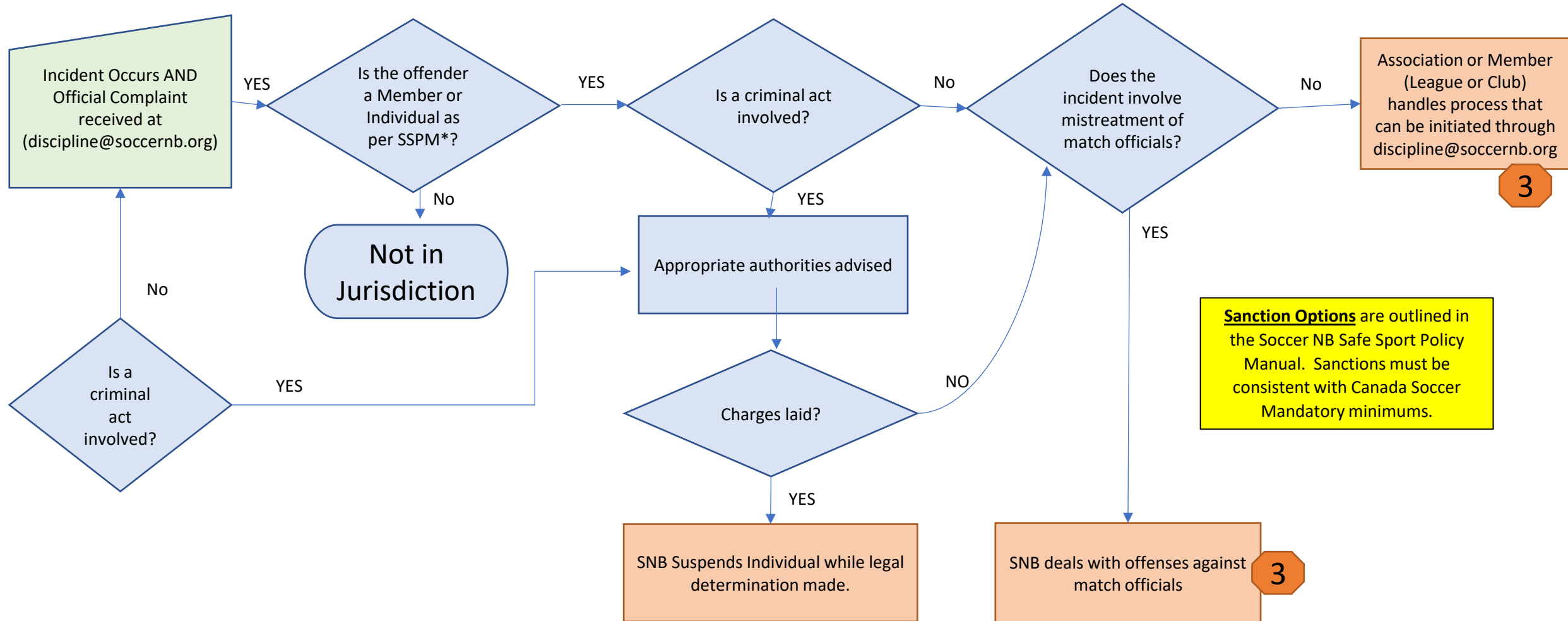


Step 2 Process

Use the Soccer New Brunswick Discipline Process.

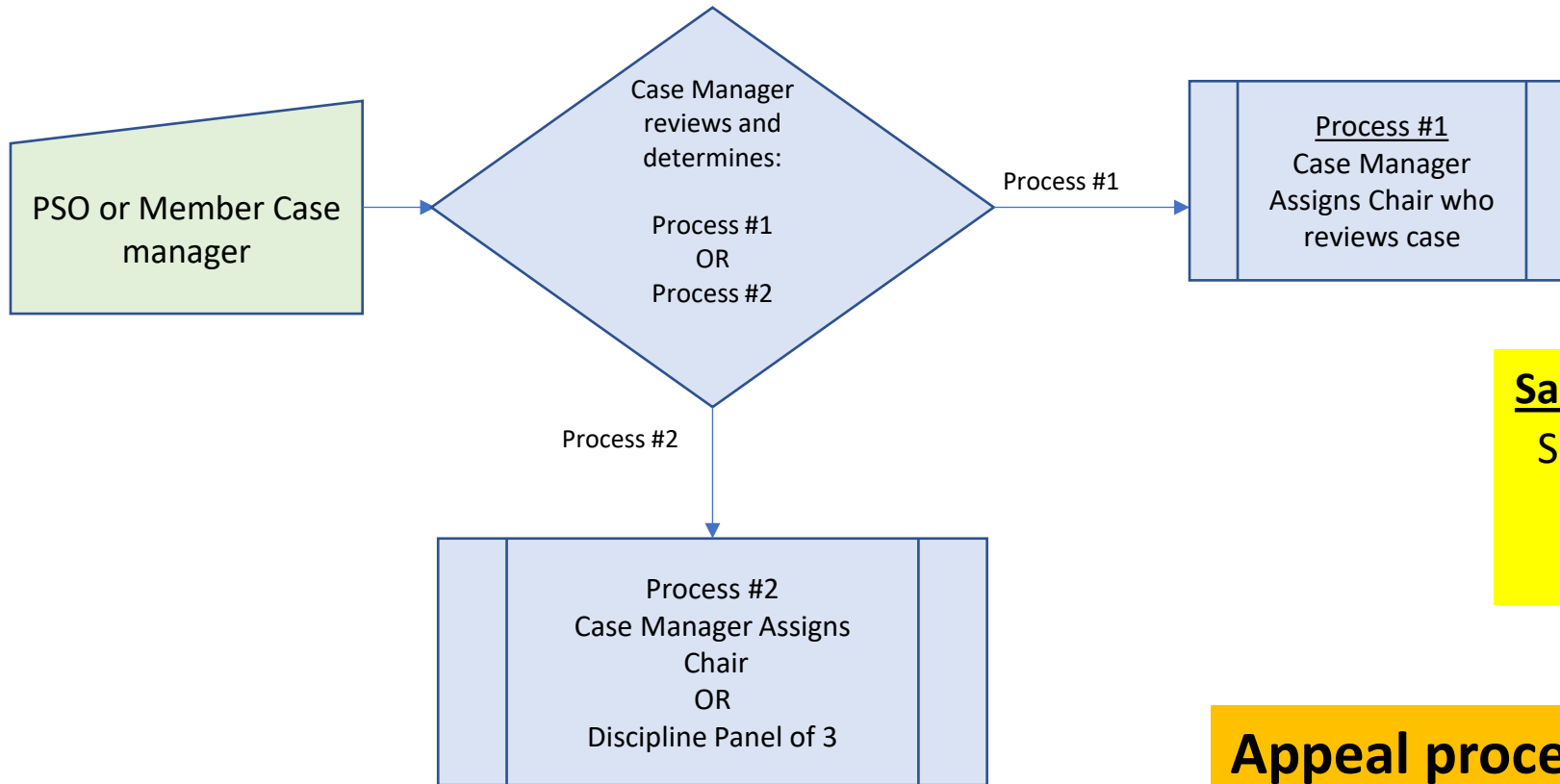
Does the incident violate the Safe Sport Policy Manual (SSPM)?

This process may be used by Members (Club/League). The Member or Soccer NB may manage the process.



Step 3.

SNB or Member Process as directed in the Soccer NB Safe Sport Policy Manual



Chair can make decision if:

- the recommended sanctions for the infringement do not exceed a suspension for three (3) matches or up to two (2) months;
- the fine imposed does not exceed \$2,000;
- a ruling increases a recommended sanction;
- an objection is raised to the inclusion of a member of the Disciplinary Committee;
- a case involves a matter under Section VI (Failure to Respect Decisions) of the Process

Sanction Options are outlined in the Soccer NB Safe Sport Policy Manual. Sanctions must be consistent with Canada Soccer Mandatory minimums in effect at the time.

Appeal process – Either SNB Safe Sport Process or Step 1 (Sport NB – ITP Process)