

**OAKVILLE SOCCER CLUB  
SERIOUS OCCURRENCE REPORT  
REVIEW & RESOLUTION PROCESS**



**SERIOUS OCCURRENCE INVESTIGATION PROCESS**

<b>Step #1</b>	<b>Receiving the official complaint</b>
<b>Step #2</b>	<b>Notify the Executive Director immediately</b>
<b>Step #3</b>	<b>Planning the investigation</b>
<b>Step #4</b>	<b>Conducting the interviews / Gathering of evidence</b>
<b>Step #5</b>	<b>Analyzing the information &amp; evidence gathered</b>
<b>Step #6</b>	<b>Documenting the investigation</b>
<b>Step #7</b>	<b>Complete the investigation report</b>

**STEPS IN PLANNING**

<b>Identify the allegations</b>		<b>Select the means</b>
<b>Step #1</b>	<b>The specific issues</b>	<b>Documents / Tools / Report</b>
<b>Step #2</b>	<b>Applicable corporate policies</b>	<b>Interviews</b>
<b>Step #3</b>	<b>Applicable contract(s)</b>	<b>Confidentiality – location</b>
<b>Step #4</b>	<b>Applicable collective agreement – N/A</b>	<b>Other</b>
<b>Step #5</b>	<b>Applicable legislation</b>	<b>ESA, OHRC</b>

**FUNNEL APPROACH (The Pyramid)**

<b>Open phase</b>	<b>Meeting the plaintiff</b>	<ul style="list-style-type: none"> <li>➤ Learn all relevant evidence</li> <li>➤ Ask open-ended questions</li> <li>➤ Ask:</li> <li>➤ Who? / What? / Where? / How? / Why?</li> </ul>
<b>Clarification phase</b>	<b>If required</b>	<ul style="list-style-type: none"> <li>➤ Get clarification of details</li> </ul>
<b>Pinning down phase</b>	<b>Closing the door</b>	<ul style="list-style-type: none"> <li>➤ Make sure you have everything</li> <li>➤ Recap and ask: <ul style="list-style-type: none"> <li>➤ Is there anything else I should know?</li> <li>➤ Is there anyone else I should speak to?</li> </ul> </li> </ul>
<b>Final phase</b>	<b>Report / Recommendation(s)</b>	<ul style="list-style-type: none"> <li>➤ Make your recommendation(s)</li> <li>➤ Complete the Investigation Report</li> <li>➤ Communicate your findings</li> </ul>

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**FINDINGS WORKSHEET**

	ALLEGATION(S)	EVIDENCE	REASONING	SUBSTANTIATED	
1				<input type="checkbox"/> Yes	<input type="checkbox"/> No
2				<input type="checkbox"/> Yes	<input type="checkbox"/> No
3				<input type="checkbox"/> Yes	<input type="checkbox"/> No
4				<input type="checkbox"/> Yes	<input type="checkbox"/> No
5				<input type="checkbox"/> Yes	<input type="checkbox"/> No
6				<input type="checkbox"/> Yes	<input type="checkbox"/> No
7				<input type="checkbox"/> Yes	<input type="checkbox"/> No
8				<input type="checkbox"/> Yes	<input type="checkbox"/> No
9				<input type="checkbox"/> Yes	<input type="checkbox"/> No
10				<input type="checkbox"/> Yes	<input type="checkbox"/> No