Complaints Process

(Last Updated: October, 2025)

London TFC/FC London takes seriously the important role that youth sports programs play in promoting the physical, social and emotional development of young athletes. To ensure a safe and positive environment within London TFC/FC London in which all individuals are treated with respect and fairness, we have developed and implemented the Parent and Player Code of Conduct, and the Coach Code of Conduct. These Codes of Conduct have been developed for the purpose of encouraging and requiring respect, responsibility, fairness and good citizenship for all coaches in the club.

For coaches, players, and their families to participate in our programs, they must read and agree with these respective Codes of Conduct.

Complaints

London TFC/FC London takes seriously any allegations of breaches of these Codes of Conduct. We therefore encourage all members to report any conduct they believe violates them.

Complaints may be made in writing within 14 days of the incident to London TFC/FC London Complaints Administrator, Jon Hasson[1] at jonh@fclondon.ca.

Complaints should include the following:

1. Your contact information;

[1] Jon Hasson is the Primary Liaison for Child Protection at London TFC/FC London. Jon has been a member in good standing with the Ontario College of Teachers since 2004 and has completed the training required on protocols to ensure the safety of children and participants through the London District Catholic School Board, where he has been employed since 2004. This training includes the Commit to Kids online training through the Canadian Centre for Child Protection, and the Safe Sports Training module developed by the Coaching Association of Canada.

2. The name and contact information (if possible) of the person alleged to have violated the Code of Conduct (the Respondent);
3. The date, time, and location of the alleged incident;
4. The section(s) of the Code of Conduct that have allegedly been violated;
5. A summary of the incident;
6. The names and contact information (if possible) of any witnesses to the incident;
7. All supporting material and evidence (i.e. emails, witness statements, photographs, etc.); and
8. The remedy that you are requesting be imposed against the Respondent, if found to have violated the Code of Conduct.

Within 21 days of receipt of a written complaint, the Complaints Administrator will review the submissions received and will proceed with one or more of the following:

1. Determine whether London TFC/FC London can address the complaint. If not, the Complaints Administrator will inform the Complainant of the correct jurisdiction for filing the complaint;
2. Request additional clarifying documentation from the Complainant;
3. Request a response document from the Respondent;
4. Investigate the complaint, interview parties and witnesses, and prepare a summary to guide in the decision making;
5. Where appropriate, mediate the matter with the participation of both the complainant and respondent with a view towards a mutually beneficial resolution;
6. Determine that one or more forms of discipline/sanctions should apply:

Forms of Discipline include:

a) The complaint is not substantiated and no sanction will be imposed
b) Verbal or written reprimand

c) Verbal or written apology
d) Required completion of the *Respect in Sport – Parent Program*, at the parent's expense (where appropriate)
e) Reduction of game time for a player (where appropriate)
f) Removal of certain privileges
g) Suspension from certain teams, events, and/or activities
h) Suspension from all activities for a designated period of time
i) Payment of the cost of repairs for property damage
j) Payment of the cost of fines levied upon London TFC/FC London as a result of the incident
k) Suspension of funding
l) Termination/expulsion from London TFC/FC London
m) Any other sanction considered appropriate for the offense

The Complaints Administrator will promptly inform the Complainant and the Respondent in writing of the determination and/or Forms of Discipline, if any.

Note that in order to meets our obligation of procedural fairness to the Respondent, your complaint and supporting material will be disclosed to the Respondent to allow the Respondent the opportunity to respond to the allegations. Any witnesses listed on the complaint may also be contacted.

Discipline/penalties will escalate with each subsequent offence.

Bad Faith Complaints

Complaints must be made in good faith, meaning the person reporting has a reasonable and genuine belief that the information is true.

No one will be penalized or disciplined for making a complaint in good faith, even if the investigation finds no wrongdoing. We have a zero-tolerance policy for retaliation against reporters.

The integrity of our reporting process is essential. Therefore, any individual who makes a report knowing it to be false, or with the malicious intent to harm or harass another person, will be subject to disciplinary action, in a form or forms outlined above, up to and including expulsion.

A finding of a malicious or knowingly false allegation is a serious matter. It requires evidence that the person making the report did so with the specific intent to deceive or cause harm, not merely that their account was later found to be unsubstantiated.

Other resources

- See Ontario Soccer's Code of Conduct and Ethics which outlines the obligations of coaches in sections 9, 12, and 13 and was used as a reference in creating the London TFC/FC London Coach Code of Conduct. See also the Ontario Soccer Complaint Form. It is recommended that this form be submitted by Jon Hasson (jonh@fclondon.ca to the 'Complaints Administrator' at Ontario Soccer.

- See also the Canada Soccer Code of Conduct and Ethics

- The Canada Soccer Whistleblower Policy outlines a confidential and anonymous process whereby persons can express any concerns or complaints about the accuracy, fairness or appropriateness of the conduct of Canada Soccer's operations without fear of retaliation or reprisal. The Whistleblower Hotline is: 1-800-661-9675. The whistleblower e-mail is: whistleblower@canadasoccer.com

- The Canadian Centre for Ethics in Sport independently administers the Universal Code of Conduct to Prevent and Address Maltreatment in Sport for federally

funded national-level sport organizations through the Canadian Safe Sport Program. See their website at: Report Safe Sport