



CANADA SOCCER COMPLAINT MANAGEMENT PATHWAY

Complaint submitted in accordance with the Canada Soccer Disciplinary Code

Complaint submitted in accordance with the Canada Soccer Whistleblower Policy and/or a breach of the Universal Code of Conduct to Prevent and Address Maltreatment in Sport

Complaint Manager considers the complaint and determines whether:

Complaint referred to the Ethics Committee if a breach of the Canada Soccer Code of Conduct and Ethics

Complaint referred to the Appeals Committee if an Appeal of a PTSO Appeal Decision

Complaint referred to the Players Status Committee if a dispute between domestic Pro clubs and/or players and their Agents

Complaint referred to the Discipline Committee for all other complaints, including misconduct that escaped the attention of a match official and which violates the Canada Soccer Code of Conduct and Ethics

Complaint is primarily a matter of Provincial/Territorial jurisdiction

Complaint is referred to the Sport Integrity Canada Safe Sport Program Independent Case Manager

Investigation and charges recommended to the Discipline Committee if necessary

If leave to appeal is granted, Appeal Hearing or documentary review and decision

Personal Hearing or documentary review and decision

Investigation, Discipline Hearing and decision

Complainant is directed to the PTSO's own complaint management process and procedures

Discipline Hearing and decision

May appeal to the SDRCC

Appeal under the Canada Soccer Disciplinary Code

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