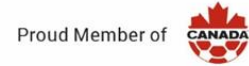




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INFORMATION BULLETIN

Bulletin #: I2024-39
Date: August 21, 2024
To: Ontario Soccer; District Membership and Associate Members
CC: Ontario Soccer; Board of Directors, Staff
From: Johnny Mисley, Chief Executive Officer
Subject: Announcement of Independent Third Party Complaints Management –
ALIAS Solutions

Following a comprehensive RFP process concluding in April 2024, Ontario Soccer has partnered with **ALIAS Solutions** to offer a safe sport reporting service, which launches effective today throughout membership.

This independent service allows individuals to report improper conduct through the ALIAS reporting mechanism (web and phone) and ensures that safe sport (maltreatment) reports are managed independently through ALIAS' independent third-party case management.

By offering this service to its members, Ontario Soccer is reaffirming its commitment to ensure a safe, honest, inclusive and transparent environment where everyone is welcome.

About ALIAS:

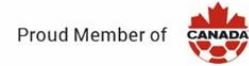
Founded in 2016, [ALIAS](#) serves as the safe sport complaints officer for 100+ Provincial/Territorial Sport Organizations across Canada, providing services to more than 6 million lives.

The ALIAS platform is designed to both **prevent and detect** wrongdoings and create a healthy and safe environment for stakeholders related to Ontario Soccer.

- For **individuals**, ALIAS creates a safe and confidential forum for the individual to report
- For **Ontario Soccer**, ALIAS provides the platform to create an environment where **EVERYONE IS WELCOME** and:
 - be a safe voice for the victims in a receptive and welcoming environment
 - centralize the receipt of reports
 - standardize management and protocols province-wide
 - take prompt action



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How it Works:

ALIAS follows the framework of the Code of Conduct and Ethics available in the [Ontario Soccer Policies](#) (Appendix B1),

1. To report a complaint, access the ALIAS' "Report A Complaint" link or call 1-833-834-0614 posted on the [Ontario Soccer website](#) or at the member [District Association](#) website.
2. Once an individual submits a report:
 - ALIAS' team receives the report and determines the steps to resolution based on [Ontario Soccer Policies](#) (Appendix B1)
 - ALIAS manages the case and involves external parties when needed
 - Cases are handled with the utmost confidentiality and compassion

Communications:

To assist in the awareness (on-going and launch), Ontario Soccer, in conjunction with ALIAS, will be providing communication and educational resources to further promote this service.

For more information, please contact [Patty Forbes](#), Senior Director, Administration.

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