



BE MORE THAN A BYSTANDER COMPLAINTS PROCESS

Introduction

The Ending Violence Association of BC (EVA BC) and the BC Lions Football Club are committed to providing the public with a clear complaints process for the Be More Than a Bystander program as it relates to any inappropriate or criminal behaviour on the part of a member of the BC Lions, EVA BC or anyone else connected to the Bystander program.

EVA BC, in conjunction with the BC Lions will always be involved in responding to any complaint made against anyone connected to the Be More Than a Bystander program. Both organizations work together as needed to ensure a timely resolution to complaints.

A primary concern of EVA BC and the BC Lions is the safety of all parties who may be at risk of violence and/or abuse from someone in their employ. To this end, consistently interacting with the complainant in a safe and respectful manner, and ensuring access to appropriate supports and services, are key elements of any complaint response.

Information Required for a Complaint

Complaints can be made by phone or in writing by letter or email to the Ending Violence Association of BC (EVA BC), the BC Lions Football Club, or to the Canadian Football League (CFL). The information required in order for action to be taken in response to a complaint is:

- The identity of the complainant i.e. we are not able to follow up with anonymous complaints
- The identity of the accused
- Details of the complaint

I. Canadian Football League (CFL) Complaints Process:

Any complaint related to gender-based violence against a CFL player is handled by the CFL as per their *CFL Policy on Violence Against Women*. As a CFL Member Club, all

persons employed by the BC Lions are subject to this policy; sections pertinent to the complaints process are as follows:

...Application

This policy applies to all individuals who work for the CFL and its Member Clubs; including players, coaches, officials, executives and staff. In addition, the policy will apply to violence against women committed by members of the public in our workplaces, including at any CFL event or football game...

Responding Appropriately to Violence Against Women

In the face of an allegation of gender-based violence perpetrated by any individual who works for the CFL and/or its Member Clubs; including players, coaches, officials, executives or staff, the CFL will:

- (a) Assess each situation on a case-by-case basis, including the risks of further violence.
- (b) Ensure those harmed are referred to immediate help and support
- (c) Fully investigate the allegations of gender-based violence to the best of the CFL's ability.
- (d) Engage local law enforcement officers, where appropriate and as the criminal law may apply, in addition to this Policy.
- (e) When it has been confirmed that an act of gender-based violence has occurred, impose sanctions that send a clear signal to the perpetrator that such violence is unacceptable and will not be tolerated by the CFL.
- (f) Any act of violence against women committed by a member of the public while on CFL or Member Club property will be met with appropriate penalties ranging from expulsion from the event, to temporary or even permanent bans from its facilities. When there are grounds to believe that a criminal offence has been committed, and where appropriate, the CFL and/or its Member Clubs will make a report to the appropriate authorities.

Assistance to Victims of Violence

The CFL will offer assistance to victims of violence. Every situation will be assessed, and an appropriate response will be developed, and help will be offered.

The CFL and its Member Clubs will provide the best possible support to the individuals affected, which may include referrals to counselling and other support for the victims and children.

The CFL and its Member Clubs will make efforts to support behaviour change on the part of perpetrators, which may include referrals to education and counselling.

II. BC Lions Football Club Complaints Process:

Complaints of inappropriate or criminal behaviour against a BC Lions player or other staff is handled by the BC Lions as per their personnel policy and the *CFL Policy on Violence Against Women*, which apply to all CFL Member Clubs.

Any complaints of inappropriate or criminal behaviour against a Be More Than a Bystander spokesperson is handled in conjunction with expertise offered by EVA BC. The BC Lions will notify the EVA BC Executive Director when a complaint is received within one business day.

III. Ending Violence Association of BC (EVA BC) Complaints Process:

The safety of all parties who may be at risk of violence and abuse is a primary concern to EVA BC. To this end, consistently interacting with the complainant in a safe and respectful manner, and ensuring access to appropriate supports and services, are key elements of any complaint response.

Complaint Process Steps

- (a) The EVA BC Executive Director will notify the BC Lions when a complaint is received within one business day.
- (b) The EVA BC Executive Director will ensure the complainant has access to any needed supports and services.
- (c) The EVA BC Executive Director and the BC Lions will review all information related to the complaint, ensuring all the required information to proceed is available to them.
- (d) The EVA BC Executive Director and the BC Lions will assess the complaint and decide, on a case-by-case basis, the appropriate steps to take to address the complaint, including the application of all relevant policies and procedures of the organizations and involvement of law enforcement, if appropriate, based on the severity of the allegations and the wishes of the victim/survivor.
- (e) The complainant will be contacted by the Executive Director of EVA BC in a timely manner and provided with information about support services, referrals and how the complaint is to be addressed.
- (f) The BC Lions will also inform the CFL as per policy if the complaint relates to violence or abuse.