

DISPUTE RESOLUTION



PURPOSE

The purpose of this policy is to provide a fair, respectful, confidential, and consistent process for addressing discipline issues, complaints, and disputes within the organization. All members are expected to uphold the values, standards, and expectations outlined in the CLA Code of Conduct.

This policy applies to all:

- Players
- Coaches
- Parents/Guardians
- Volunteers
- Board Members
- General Members
- Any individual participating in or representing the CLA

POLICY STATEMENT

All members shall conduct themselves in accordance with the CLA Code of Conduct at all times. Failure to comply with the Code of Conduct may result in disciplinary action, including suspension, removal from activities, or expulsion from the CLA and/or its governing bodies.

All discipline matters must be submitted in writing to the Discipline Chair and must follow the established communication flow process to be formally considered.

Discipline and Complaint Procedure

A. Submission of Written Complaint

Any individual wishing to report a discipline issue or complaint must submit a written report to the Discipline Chair containing the following information:

1. A clear description of how the CLA Code of Conduct was violated;
2. Names of all parties involved, including any witnesses;
3. A timeline outlining the incident(s) and relevant events;
4. Any actions already taken to address the matter;
5. The desired outcome or resolution being sought.

Incomplete or anonymous complaints may not be considered unless exceptional circumstances exist.

DISPUTE RESOLUTION



B. Initial Review

Upon receipt of the written complaint, the Discipline Chair will conduct an initial review to determine whether the matter constitutes a discipline issue under this policy.

If deemed a discipline matter, the Discipline Chair may:

- Gather additional information;
- Interview witnesses and involved parties;
- Request supporting documentation or statements.

If the matter does not fall within the scope of discipline, the Discipline Chair may provide guidance or recommendations for alternative resolution processes.

C. Discipline Committee Review

Where necessary, the Discipline Chair may convene a Discipline Committee to review the matter and determine appropriate disciplinary action.

The Committee shall:

- Review all relevant information fairly and impartially;
- Consider the severity and impact of the conduct;
- Determine any conditions, corrective actions, or disciplinary measures required.

All meetings, discussions, and records related to the review process shall remain confidential and accessible only to authorized parties involved in the matter.

D. Written Decision and Conditions

Following the review process, the Discipline Chair and/or Discipline Committee shall issue a written decision outlining:

- The findings of the review;
- Any disciplinary action imposed;
- Any conditions, expectations, or corrective measures required;
- Timelines for compliance, where applicable.

The written report shall be provided to the relevant parties involved.

E. Follow-Up and Compliance

The Discipline Chair and/or Discipline Committee shall monitor compliance with all imposed conditions or disciplinary actions to ensure they are properly followed.

Failure to comply with imposed conditions may result in additional disciplinary action.

DISPUTE RESOLUTION



F. Final Reporting

Once all conditions and requirements have been satisfied, the Discipline Chair shall provide a final report to the Board of Directors.

Final reports shall be securely maintained within CLA Board records in accordance with organizational record retention practices.

G. File Monitoring and Closure

The Discipline Chair may continue to monitor a matter where ongoing oversight is required.

When all matters have been resolved and no further action is necessary, the file shall be formally closed.

Confidentiality

All discipline issues, complaints, investigations, discussions, and records shall remain confidential to the fullest extent reasonably possible.

Information shall only be shared with individuals directly involved in the resolution process or where disclosure is required by law or organizational governance obligations.

All parties are expected to respect the confidentiality and integrity of the discipline process.

Authority

The CLA Board of Directors reserves the right to interpret, amend, and enforce this policy as necessary to support the safety, integrity, and best interests of the organization and its members.