



Dispute Resolution Policy

Purpose:

To provide clear guidance on dealing with complaints, disputes and any incidents resulting from membership in the club

Application:

Applies to complaints, incidents and disputes involving players, parents, coaches and Board members

Accountability:

- **Operations Team (consists of Administrators and members of the Technical Team):** Oversees any operational complaints, inquisitions, and disputes
- **Board:** Oversees any relevant personnel or investigations escalated by the Operations Team
- **Hearing Committee Members:** Conduct investigations and document incident details if applicable

Procedure:

1. All parties should wait 24 hours after the incident (if applicable) before lodging a complaint or responding to a complaint
2. All complaints should be submitted within 72 hours after the incident
3. If a complaint can be directed towards the coaching team for resolution, it should start there
4. All other complaints/incident reports should be completed using the online [incident/complaint form](#)
5. Should the complaint/incident be managed at the operational level, it will be processed and resolved by an Operational Team Member
6. An Operations Team member will attempt to resolve any complaints, except for refunds that do not fall under the refund policy, this is purely the responsibility of the Board
7. Should the Operations Team not be able to resolve the issue it will be escalated to the Board of Directors
8. Should the incident be of a serious nature the Board will be immediately informed
9. Should the issue require immediate attention an emergency Board Meeting will be called
10. Should the issue require an investigation the Board will set up a hearing committee to conduct the investigation
11. If the complaint is against the Board or involves any governance issues the President will appoint an independent committee to conduct the investigation
12. The Hearing committee should create a report to be presented to the Board. The report should include corrective actions recommendations.
13. The Board will decide on a course of action based on the evidence provided
14. Should the incident require discipline the Board will determine the best course of action and a letter be sent electronically to the offender/guardian of the discipline outlining the breaches of conduct and the course of next steps of discipline

15. If the Board's decision is not acceptable to the complainant or the offender, either may request an in person hearing with the Board
16. In most circumstances, the complainant may not be aware of the discipline that has been administered
17. If the matter is unresolved after the in person hearing the complainant may choose to present the report to the District Association, Canal Links Soccer Federation

Investigations:

1. An investigation should be conducted to determine the details of any observed or reported incident or any unresolved formal (written) complaint
2. The investigation should:
 - Gather all relevant information, witness statements, emails if offered, other social media communications if appropriate and offered, referee reports (if relevant and possible), any video or sound recordings
 - Create a timeline of the sequence of events that lead to the incident
 - Identify the conditions and factors that influenced the event and link them to the timeline
 - Determine which conditions and factors caused the event
 - Create a written report based on the type, severity and impact of the incident. The report should make recommendations on how a similar incident can be avoided in the future.
 - The report should be presented to the Board on its completion