

CALGARY VILLAINS

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:

Board: Oversees any relevant investigations

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/incident reports should be directed to the General Manager in the first instance
3. Should the incident be of a serious nature the General Manager will inform the Board immediately
4. Should the issue require immediate attention an emergency Board Meeting will be called
5. The General Manager will attempt to resolve any complaints except for refunds which are purely the responsibility of the Board
6. Should the General Manager not be able to resolve the issue the complainant should send a written complaint to the President
7. The President will inform the Board of the issue immediately

1981

CALGARY VILLAINS

8. Should the issue require immediate attention an emergency Board Meeting will be called
9. Should the issue require an investigation The Board will set up a Hearing committee to conduct the investigation
10. If the complaint is against the Board or involves any governance issues the President will appoint an independent committee to conduct the investigation
11. The Hearing committee should create a report to be presented to the Board. The report should include corrective actions recommendations.
12. The Board will decide on a course of action based on the evidence provided
13. Should the incident require discipline the Board will refer to the Discipline committee.
14. If the Board's/discipline committee's decision is not acceptable to the complainant, the complainant may request an in person hearing with the Board
15. If the matter is unresolved after the in person hearing the complainant may chose to present the report to the District Association.
16. The Board will implement corrective actions recommended in the report if it feels they are appropriate

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

1981

CALGARY VILLAINS

- 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

