

Dispute Resolution Procedure

Purpose:

To provide clear guidance on dealing with complaints, disputes and any incidents resulting from membership in the Calgary Villains Football Club (the “Club”).

Scope:

This procedure applies to the resolution of incidents and disputes involving players, parents, volunteers, employees, and Board members associated with the Club (“Club Community Members”).

This procedure does not apply to complaints regarding refunds. Such complaints must be directed to the Board Chair for resolution.

Informal Resolution

1. Club Community Members are encouraged to try to resolve concerns informally by speaking with those directly involved.
2. If this does not resolve the concern, or if the parties are not comfortable communicating about the issue directly, the concern or incident can be reported to the General Manager.
3. The General Manager will attempt to resolve the concern informally, including where appropriate, by bringing the parties together to discuss.

Filing a Complaint

4. If Informal Resolution is not successful, the complainant may submit a written complaint to the General Manager.
5. The complaint should include the following details:
 - a. The date and time of the incident;
 - b. The name of the complainant;
 - c. The names of the respondent(s); and
 - d. A summary of the concern/ interaction.
6. The General Manager will, when necessary, put in place interim measures to ensure the safety of the Club’s property or Club Community Members.

Investigation

7. The General Manager may appoint an investigator to carry out an investigation. The Investigator may be internal or external to the Club. The Investigator must declare they are free from conflict prior to accepting the appointment.
8. The investigation will be conducted in accordance with principles of natural justice. A procedurally fair investigation will ensure:
 - a. The respondent knows the allegations made against them and has the opportunity to respond; and
 - b. The investigator does not draw conclusions prior to considering the relevant evidence presented by the participants.
9. An investigation will generally include interviewing people with direct knowledge of the incident and collecting relevant and material documents and other evidence.
10. The investigator will prepare a final report for the General Manager that will include:
 - a. a summary of the allegation(s)/ concern;
 - b. an account of the information received; and
 - c. the factual findings and conclusions including whether any Club policies were breached.
11. The investigator's findings are final and binding.
12. The General Manager will determine the appropriate outcome based on the investigator's findings.
13. Following the conclusion of the investigation, the complainant and respondent will be informed of the results of the investigation and of any corrective or disciplinary action that has been taken, or will be taken.

Mediation

14. The complainant(s) and respondent(s) may, at any time before the investigator finalizes their report, agree to try to mediate a resolution.
15. If the mediation is successful, the complaint will be deemed resolved.

Confidentiality

16. The Club will address all concerns and complaints with discretion and diligence.
17. Those involved in a complaint or investigation will be advised and required to keep all information related to the complaint, incident, and investigation strictly confidential and not to discuss the incident or investigation with

each other, witnesses, or other parties (unless necessary to obtain advice about their rights.)

Record Keeping

18. The General Manager or their designate shall keep a secure record of the complaint, investigation report, sanction (if any), correspondence, and any other document pertaining to the complaint.