



Chinooks Dispute Resolution, Complaints, Disciplinary, and Appeal Procedure

Date	Revision Number	Notes	Reviewer/Approver
10/29/2023	2.0	Review, updated, approved	Ashley Gibbs
4/10/2024	3.0	Updated	Nancy Bains



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Chinooks Dispute Resolution, Complaints, Disciplinary, and Appeal Procedure

While many concerns can be dealt with in an informal manner to the satisfaction of all concerned, it is advisable that detailed records are maintained in respect of all complaints and that all parties are advised of the formal complaints and appeals procedure. Anonymous complaints will be received.

If the complaint or concern relates to a child abuse matter or criminal offence that meets criteria for formal reporting to the statutory authorities.

A. Dispute Resolution Process

Chinooks supports and encourages all stakeholders (players, parents, and coaches) to resolve disputes and conflict informally, in good faith and in an effective and efficient through thoughtful discussion and resolution. For example, parents are encouraged to first discuss a playing issue related to their child with the child's coach and elevate to the Technical Director if necessary. Resolution can most times be achieved through meaningful discussion and provision of education/training of subject parties.

If such disputes or conflicts are not resolved through an informal discussion, please contact the Director of Operations at jess@chinooksoccer.com. The situation may warrant a more formal dispute resolution mechanism such as negotiation, facilitation, or mediation. If the parties agree to a dispute resolution method, then a mediator or facilitator, acceptable to all parties can be appointed to mediate or facilitate the dispute. Participants will agree in advance regarding payment for any costs. Any negotiated decision will be binding on the parties and cannot be appealed.

B. Complaints and Disciplinary Process

Any person who has a formal complaint about a Director of the Board, club members, staff, volunteers, coaches, players etc., should submit them in writing to the Director of Operations at jess@chinooksoccer.com. The complaint or concern should be in writing and should outline all relevant details and other parties involved.

The complaint will be reviewed by an Investigation Committee, comprised of three committee members who are not Chinooks Officers or Directors. The Investigations Committee will review the complaint and make a determination about whether the complaint is to be directed to a hearing.

If the Investigation Committee directs the complaint to a hearing, then the person(s) complained about shall be notified and a hearing, in front of a Disciplinary Committee must be scheduled within three months. The Disciplinary Committee will consist of three members, and not be comprised of any Chinooks Officers or Directors, nor members of the Investigation Committee of the same complaint.

The Disciplinary Committee should furnish any participant with details of the complaint being made against them and afford them the opportunity of providing a response either verbally or in writing. In the event of a complaint against a child, the parents/guardians should be informed and advised of the process.

The Disciplinary Committee should then hear the case of all parties involved, either by way of written or oral submissions, and decide if a rule or regulation has been infringed. Procedural fairness in this process will be given



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priority and a view to allowing the parties to sufficiently answer the case against them. The Disciplinary Committee should issue a written decision, with sufficient reasons, to all parties, including any sanctions, if any, that are to be imposed, within 30 days of the hearing. (Written decision should be forwarded to parents if the proceedings involve a participant under eighteen years of age).

Sanctions can range from verbal and written reprimands, to fine, indefinite suspension or term suspension from the club, or expulsion from the club. Seriousness of offence will determine the sanction as will progressive discipline principles.

*Individuals charged with a criminal offense relating to club-related incidents shall be immediately suspended from the club pending outcome of the charges. Individuals convicted of a Criminal Code of Canada offence may be suspended or expelled from club. Any individual convicted of a criminal offence related to sexual or physical abuse shall be banned permanently from the club.

C. Appeals

Any party not satisfied with the findings of the Disciplinary Committee can trigger appeal processes available under the Calgary Minor Soccer Association ([Calgary Minor Soccer Association | Home](#)) or Alberta Soccer Association ([Alberta Soccer – Creating a Centre of Excellence for the Game](#)). Appeals under both organizations must be filed within five (5) business days after issuance of decision sought to be appealed, cost of appeals range from \$250 to \$500, and are done in writing, including concise statement of facts and identifying the ground for the appeal.

*Written confidential records in relation to disciplinary proceedings should be safely and confidentially kept on file.