



CANADIAN ATHLETIC CLUB

DISPUTES RESOLUTION POLICY

August 2020



DISPUTES AND ARBITRATION PROCESS POLICY

All CAC Members, players, parents, and executive with a direct complainant must follow this disputes and arbitration process.

It is recommended that as early into the hockey season as possible, every team hold a parent/Coach meeting for the purposes of introduction to the coaching staff and their coaching philosophies and goals for the team. Identifying ideas, philosophies and expectations will assist in eliminating problems later in the season. CAC has appointed a Team Director to oversee the team and to whom any concerns between the players, parents, and the Coaches, can be addressed.

If there is a complaint, the complaint can utilize the dispute and arbitration process; however, please ensure that that all avenues described below in Steps 1 and 2 have been fully exhausted before proceeding to Step 3.

STEP 1; Direct a conversation between the complainant and Team Director. If the dispute is unresolved after discussion at this point, the Team Director will arrange a meeting between the complainant and Coach. Careful consideration should be given to the timing and location of such a meeting. **Under no circumstances**, should this take place near any of the players. If this meeting does not remedy the concerns, proceed to step 2.

STEP 2; At this point, the parent or Coach, if not satisfied with the situation, may choose to, and should enlist the aid of the Category Director. The Category Director will try to mediate a solution to the problem that will be satisfactory to the complainant. If necessary, the Category Director may exercise his or her option of handing down a ruling designed to alleviate the problem in the fairest possible way, keeping the betterment of the whole team in mind. If all efforts were sincerely made to resolve the issues using Step 1 and Step 2, but were unsuccessful, proceed to Step 3.

STEP 3; The applicable Category Director will contact the HOCKEY PROGRAM ADMINISTRATOR to briefly explain the situation. You will be informed that it is mandatory to supply to the Hockey Director a formal written letter or form (see the Incident Reporting Form that accompanies Respect The Game), explaining the situation in detail including what regulations/policy/guidelines were misused and or conduct unbecoming, and the results that you may not have resolved during Steps 1 and 2. Upon receipt of the letter, a hearing will be arranged at the earliest possible date. The five-person Disputes and Arbitration Committee will be as follows:

- Hockey Program Administrator
- President or Vice President

- Category Director (must not be the same Category Director as STEP 2)
- Two Executive members

All concerned parties will be notified of the date, time and location of the hearing and will receive a copy of the letter. If need be, the Hockey Program Administrator can substitute a member of the Disputes and Arbitration Committee, should there be a conflict. Only persons directly involved with the dispute as well as the members of the Disputes and Arbitration Committee and other CAC Administrators (e.g., CAC Registrar is a registration issue or CAC Treasurer for a financial issue), as appropriate, may attend the hearing.

The hearing will be chaired by the Hockey Program Administrator, and will run in a calm, courteous and professional manner. Interruptions, yelling, profanity, or hearsay will not be tolerated. All parties will have ample opportunity to voice their concerns and opinions, as well as raise any questions either party may have. After both parties have had their say, and the Disputes and Arbitration Committee is satisfied, both disputing parties will be excused, to allow the Disputes and Arbitration Committee to discuss the situation, and arrive at a ruling. The Hockey Program Administrator will notify the disputing parties of the ruling by telephone with confirmation by letter with copies to all concerned.

STEP 4 THE APPEAL

The decision of the Disputes and Arbitration committee can only be appealed on the following grounds:

- The Disputes and Arbitration committee did not follow steps laid out in this policy,
- Members of the Disputes and Arbitration Committee were influenced by bias; or
- The Disputes and Arbitration Committee reached a decision, which was grossly unfair or unreasonable.

In the event that a Notice of Appeal is filed, the Appeal Committee (made up of three Executive members, that must not include members that have been involved in any hearing committee at STEP 2, or STEP 3) shall base its decision solely on a review of the documentation surrounding the complaint, including the complainant's and respondent's statements, the reports of the Category Director (from STEP 2) and the Disputes and Arbitration Committee.

A copy of the Appeal committee's report shall be provided, without delay, to the complainant and respondent.

THE DECISION OF THE APPEAL COMMITTEE SHALL BE FINAL WITHIN THE CLUB.