



DISPUTE RESOLUTION POLICY

Purpose

1. Lacrosse Canada supports Individuals in seeking to resolve their own conflicts and recognizes that, in many cases, disputes can be resolved directly and quickly in an informal way. In situations where direct action by Individuals may be inappropriate or unsuccessful, Lacrosse Canada supports the principles of Alternate Dispute Resolution (ADR) to resolve disputes, which can be achieved through negotiation, facilitation, and mediation. ADR also avoids the uncertainty, costs, and other negative effects associated with lengthy appeals or complaints, or with litigation.
2. Lacrosse Canada encourages all Individuals to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. Lacrosse Canada believes that negotiated settlements are most often preferable to arbitrated outcomes. Negotiated resolutions to disputes with and among Individuals are strongly encouraged.

Application of this Policy

3. This Policy applies to all Individuals.
4. Opportunities for ADR may be pursued at any point in a dispute when all Parties to the dispute agree that such a course of action would be mutually beneficial.

Facilitation and Mediation

5. If all Parties to a dispute agree to ADR, a mediator or facilitator, acceptable to all Parties, shall be appointed to mediate or facilitate the dispute. The costs of mediation or facilitation shall be borne by the Parties, unless otherwise agreed with Lacrosse Canada.
6. Where Lacrosse Canada is involved in the matter, it may, upon agreement of the Parties, refer the matter for mediation using the mediation services of the SDRCC.
7. The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated and may, if they consider it appropriate, specify a deadline before which the Parties must reach a negotiated settlement.
8. Should a negotiated settlement be reached, the settlement shall be reported to Lacrosse Canada. Any actions that are to take place as a result of the settlement shall be enacted on the timelines specified in the negotiated settlement. Where Lacrosse Canada may be required to implement any part of a negotiated settlement, it shall become a Party to the mediation or it shall be given the opportunity to approve the negotiated settlement, but only with respect to aspects of the settlement that it may be required to implement.



9. Should a negotiated settlement not be reached by the deadline specified by the mediator or facilitator at the start of the process (if set), or if the parties to the dispute do not agree to ADR, the dispute shall be considered under the appropriate section of Lacrosse Canada's *Discipline and Complaints Policy* or *Appeal Policy*, as applicable.

Final and Binding

10. Any negotiated settlement will be binding on the Parties and shall, unless the Parties decide otherwise, remain confidential and will be protected in accordance with any applicable privacy policies and practices of Lacrosse Canada. Negotiated settlements may not be appealed.

11. No action or legal proceeding will be commenced against Lacrosse Canada in respect of a dispute unless Lacrosse Canada has refused or failed to provide or abide by the dispute resolution processes set out in its governing documents.

Privacy

12. The collection, use and disclosure of any personal information pursuant to this Policy shall be in accordance with any applicable privacy policies and practices of Lacrosse Canada.

13. Lacrosse Canada or any of its delegates pursuant to this Policy shall comply with Lacrosse Canada's applicable privacy policies and practices in the performance of their services under this Policy.