



Dispute Resolution Policy

Queen City United Soccer Club
www.qcsoccer.ca
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Table of Contents

1. DISPUTE RESOLUTION POLICY 3

 1.1. Definitions..... 3

 1.1. Purpose 3

 1.2. Application of this Policy..... 3

 1.3. Facilitation and Mediation 3

 1.4. Final and Binding..... 4



1. DISPUTE RESOLUTION POLICY

1.1. Definitions

- 1.1.1. The following term has this meaning in this Policy:
- a) “QCUSC” or “the Club” – Queen City United Soccer Club
 - b) “*Governing Body*” – The organization that has the authority to manage a judicial process as per the policies of the governing body. Governing body may refer to Canada Soccer, Saskatchewan Soccer, or QCUSC.
 - c) “*Members*” – All members defined by QCUSC by-laws and for the purposes of this policy shall also include parents, guardians, and caregivers of individual members and spectators at QCUSC events.

1.1. Purpose

- 1.1.1. QCUSC supports the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes. Dispute Resolution also avoids the uncertainty, costs, and other negative effects associated with formal complaints, subsequent appeals or potential litigation.
- 1.1.2. QCUSC encourages all members to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. Negotiated resolutions to solve disputes with and among members are encouraged.
- 1.1.3. QCUSC does have a less formal process that can be applied when dispute resolution is required, which follows the basic process of complaint being raised directly to a coach or manager. If a resolution cannot be found, the complaint will be escalated to the appropriate Stream Lead, then to the Director of Club Operations and then to the Board of Directors.

1.2. Application of this Policy

- 1.2.1. This policy applies to all members.
- 1.2.2. Opportunities for dispute resolution may be pursued at any point in a dispute (prior to any decision of an adjudicator/panel) within QCUSC when all parties to the dispute agree that such a course of action would be mutually beneficial.

1.3. Facilitation and Mediation

- 1.3.1. As directed by the *Formal Complaints* Policy, QCUSC will appoint a case manager to oversee the management and administration of this policy and such appointment is not appealable. The Case Manager will be independent from QCUSC and its Board of Directors.



- 1.3.2. If all parties to a dispute agree to dispute resolution, a mediator or facilitator, acceptable to all parties, shall be appointed by the case manager to mediate or facilitate the dispute. Costs related to mediation and facilitation (if any) will be shared equally by the parties, unless determined otherwise by QCUSC. In the event that the parties cannot agree to the mediator or facilitator, QCUSC will appoint one. The mediator and/or facilitator will be independent from QCUSC and its Board of Directors.
- 1.3.3. The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated, and shall specify a deadline before which the parties must reach a negotiated decision.
- 1.3.4. Should a negotiated decision be reached, the decision shall be reported to and approved by QCUSC. Any actions that are to take place as a result of the decision shall be enacted on the timelines specified by the negotiated decision, pending QCUSC's approval.
- 1.3.5. Should a negotiated decision not be reached by the deadline specified by the mediator or facilitator at the start of the process, or if the parties to the dispute do not agree to dispute resolution, the dispute shall be referred back to and resolved by the *Formal Complaints Policy*, and the *Discipline Policy*, as required.

1.4. Final and Binding

- 1.4.1. Any negotiated decision will be binding on the parties. Negotiated decisions shall not be appealed.