

	<b>TITLE</b>	<b>DISPUTE RESOLUTION POLICY</b>		
	<b>DESCRIPTION</b>	The BSC adheres to Ontario Soccer Guidelines with regards to Complaints and Dispute Resolution policies and procedures.		
	<b>DATE ISSUED</b>	July 17, 2021	<b>POLICY NUMBER</b>	BYSC-P006
	<b>DATE EFFECTIVE</b>	July 17, 2021	<b>VERSION NUMBER</b>	2.0

**SECTION 1 - POLICY**

<b>PURPOSE</b>	BSC believes in an open and equitable environment for all Club Participants. In the event any Club Participant feels they have suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken they should follow the procedures as outlined below and in the applicable sections of Ontario Soccer Policies and Operational Procedures.
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**SECTION 2 - DEFINITIONS**

	<p><b>Club Participant</b> – Any person who participates in BSC programs or activities including, but not limited to, employees, volunteers, players, parents or guardians of players, coaches and referees.</p> <p><b>Club Management Committee</b> – President, Secretary and Treasurer of the BSC Board of Directors</p>
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**SECTION 3 – PROCEDURE**

<b>PROCEDURE</b>	<p>In the event any Club Participant feels they have suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken they should follow the procedures below:</p> <ol style="list-style-type: none"> <li>1. The Club Participant should report the matter to a Club Administrator or the Executive Director, or in the absence of a Club Administrator or the Executive Director then the Club President in a reasonable period of time.</li> <li>2. Put their complaint in writing using the Complaint Intake Form</li> <li>3. The Club Management Committee will sit for any hearings that are required.</li> <li>4. The Club Management Committee has authority to: <ul style="list-style-type: none"> <li>• Warn as to future conduct;</li> <li>• Suspend from membership or as a Club Participant; and/or</li> <li>• Remove from membership or as a Club Participant</li> </ul> </li> </ol> <p>any person found to have broken Club Polices, Rules or Code of Conduct.</p> <p>If the above procedure is not practical then any complainant shall be made in accordance with the <a href="#">2020 and 2021 Ontario Soccer Operational Procedures</a>, Section 12 – Discipline, Section 13 – Appeals and Section 15 – Dispute Resolution.</p>
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**SECTION 3 - APPROVALS**

VERSION NUMBER	EXECUTIVE DIRECTOR APPROVAL		BOARD APPROVAL		PUBLISH DATE
	Initial	Date	Initial	Date	