



DISPUTE RESOLUTION POLICY

The International Soccer Club (ISC) encourages all members (players, parents, and coaches) to attempt to resolve issues in good faith prior to club intervention based on ISC's published Codes of Conduct, Policies and Procedures. We understand, however, that this is not always possible.

Members who have a serious issue are encouraged to discuss it first with coach, referee and/or management staff, whose names and email addresses are listed on the club website: <https://www.isoccerclubmississauga.com>. Contact Information related to this Policy is provided below.

Exclusions: The following matters are excluded from this Policy:

- a) The Dispute Resolution Policy shall not be used for soccer game-related discipline. The normal discipline and appeals processes shall be followed. Any Misconduct Reports should be directed to the Club's Discipline Chair.
- b) Complaints regarding breaches of the Privacy Policy are to be directed to the Club's Privacy Officer.
- c) Complaints regarding the normal administration of the Club, such as: fee refunds; player placement requests; etc. will be addressed and finally decided by Club staff, with the Executive Director as the final decision maker.
- d) Complaints or Reports concerning general safety issues, including bullying, physical harassment, sexual harassment, sexual assault, demeaning or discriminatory conduct, field conditions, equipment issues, any breach of the Rule of Two, or any other matter that concerns the safety and security of any participant should be reported to the Club's Lead Safety Officer.

The Club will immediately report all complaints of sexual abuse to the police (with the consent of an individual alleging abuse). The Club will immediately report criminal activities to the police without a written complaint.

Dispute Resolution

Dispute resolution is defined as "the process of resolving disputes between parties". Initially, the Clubs learns about disputes by way of informal discussions. If good faith informal discussions between a Member and the Club and/ or any other affected party are not successful, then a formal Dispute Resolution Request may be submitted to the Club. Informal resolutions may include verbal apologies, the reversal of a decision, and/ or education/training.

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Governance Issues

Formal dispute resolution for matters of “a corporate nature” (as shown below), may be addressed through Ontario Soccer's Dispute Resolution Policy, if the matter cannot be resolved as indicated above:

- a) The calling and holding of general meetings
- b) The presentation and approval of financial statements
- c) The nomination and election of Directors and Officers
- d) The removal of Directors and Officers
- e) The acceptance, rejection and removal of members
- f) The calling and holding of Board meetings
- g) Breaches of parliamentary procedure
- h) Other matters of a similar corporate or governance nature

The following Dispute Resolution Process applies for complaints or reports of inappropriate behavior pertaining to ISC activities or non compliance with Club Policy that are not excluded from this Policy and which cannot be resolved by staff,

Dispute Resolution Requests

ISC is committed to encourage open communication to address fairly, and without bias, all Dispute Resolution Requests.

If the Club deems it appropriate, (for example the issue concerns an Officer or Director of the Club), an independent review of a Dispute Resolution Request may be sought. When warranted, an independent Chair or Hearing Panel shall be appointed.

If a Member wishes to make a Dispute Resolution Request about:

- Another Member or Player, the request should be directed to the Executive Director.
- Club Staff, the request should be directed to the Executive Director.
- a Coach, the request should be directed to the Technical Director.
- an Officer or Director of the Club, the request should be directed to the Chair of the Board of Directors.
- the President, the request should be directed to the Vice President.

Dispute Resolution Requests regarding club members, staff, volunteers, coaches, players, referees, etc. also fall within the scope of this policy

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Formalizing Dispute Resolution Requests

- a) Any Dispute Resolution Request can be communicated verbally, initially, to a club official or employee but must be followed up in writing (letter and/or email) in order to be acted upon.
- b) All Dispute Resolution Requests must be written and signed by a Member before the Request is dealt with under this Policy. A Dispute Resolution Request in the attached form should be submitted.
- c) The Dispute Resolution Request should include (i) the facts and nature of the dispute, (ii) the grounds for the dispute resolution request, (iii) any documentary evidence to be considered; (iv) the names and contact information of any witnesses; (v) the desired outcome.
- d) Written confirmation that the Dispute Resolution Request has been received will be provided by email, telephone or letter.
- e) Once a written Dispute Resolution Request has been filed with the Club, a Review Committee consisting of the Club's Designated Screening Officer will review the Dispute Resolution Request and determine the appropriate course of action. The complaint will be directed to the appropriate party, if it does not qualify as a valid dispute resolution request. This review will be conducted within ten (10) business days of receipt/filing of the Dispute Resolution Request.
- f) If necessary, the Screening Officer reviewing the Dispute Resolution Request will schedule a Dispute Resolution Request Hearing within ten (10) business days of finalizing the review of the Dispute Resolution Request. Written notice will be provided to all affected individual(s) who shall be requested to appear at the Dispute Resolution Request Hearing.
- g) Dispute Resolution Hearings shall be conducted by a Hearing Panel consisting of three (3) persons, at least one of whom shall be a Director (not including the Screening Officer), at least one of whom shall be a certified Discipline Chair.
- h) The Dispute Resolution Hearing will only proceed without a certified Discipline Chair, if all affected parties sign a written waiver an consent.
- i) All individual(s) named or directly involved in the Dispute Resolution Request:
 - may be present at the Dispute Resolution Hearing;
 - have the right to receive a copy of the Dispute Resolution Request;
 - have the right to respond in writing at least two days before any scheduled hearing.

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- j) Only individuals called by the Review Committee shall be allowed to attend and participate in a Hearing, unless they attend as a witness, an advisor or observer, as such terms are defined in Ontario Soccer's Discipline Policy. In such case, their rights of participation shall be consistent with Ontario Soccer's Discipline Policy
- k) All written submissions received as stipulated shall be considered by the Hearing Panel.
- l) Dispute Resolution Hearings can take place by way of written submissions or oral submissions and with differing degrees of formality and complexity. The main consideration will be to arrive at a decision which, among other considerations, allows the affected individual(s) to adequately answer the case against them given the circumstances of the Dispute Resolution Request and the nature of the matter being considered.
- m) The Hearing Panel shall then deliberate *in camera* following the Hearing. .
- n) The goal of the Hearing Panel is to communicate its decision within ten (10) business days of the Dispute Resolution Hearing.
- o) The outcome of the Dispute Resolution Hearing, will be determined based on the remedies proposed by the affected parties, unless otherwise directed by the Hearing Panel. Remedies may include:
 - a formal written apology;
 - the reversal of any decisions that impacted the Applicant;
 - a verbal or written reprimand;
 - a permanent suspension from the Club;
 - removal from any position of authority;
 - suspension for a specified period of time;
 - progressive discipline, suspension or termination of employment, if the Respondent is an employee;
 - a probationary period where the individual remains associated with ISC,
 - a requirement that a person undertake a specified training course by a certain time;
 - any combination of the above, or any other remedy that the Hearing Panel considers fair and reasonable, in the circumstances.

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- p) All committee decisions are final, and the issuing of “Reasons for Decision”, along with the decision is not mandatory.
- q) Individual(s) who are charged with a criminal offense involving club related incidents may be immediately suspended from the club pending resolution of the charges, depending on the nature of the charges. No Dispute Resolution Request or Discipline Hearing shall take place when an individual is facing criminal charges for club related incidents. Club members who are convicted of a Criminal Code of Canada offense are subject to suspension or removal.
- r) Any individual who is convicted of a criminal offense resulting from sexual or physical abuse shall be banned for life from the club.
- s) Subject to terms and conditions of this Policy, individual(s) who violate the Zero Tolerance Policy for non-criminal activities may apply for reinstatement to the Club in writing one month prior to the end of any specified suspension.

CONTACT INFORMATION

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