

# 1 Dispute Resolution Policy

Date Effective: April 22, 2021

## 1.1 Definitions

1.1.1 The following terms have these meanings in this Policy:

- a) *“Members”* – All members defined by the ASTRA Soccer Academy’s bylaws and for the purposes of this policy shall also include parents, guardians, and caregivers of individual members and spectators at ASTRA Soccer Academy events and sanctioned competitions.
- b) *“Organization”* – ASTRA Soccer Academy.

## 1.2 Purpose

1.2.1 ASTRA Soccer Academy 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.

1.2.2 The Organization 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.

## 1.3 Application of this Policy

1.3.1 This policy applies to all members.

1.3.2 Opportunities for dispute resolution may be pursued at any point in a dispute (prior to any decision of an adjudicator/panel) within the Organization when all parties to the dispute agree that such a course of action would be mutually beneficial.

1.3.3 The Organization will engage the ADR Institute of Saskatchewan, or a similar organization, to execute this policy.

## 1.4 Facilitation and Mediation

1.4.1 As directed by the *Formal Complaints* Policy, the Organization will appoint a case manager to oversee the management and administration of this policy and such appointment is not appealable.

1.4.2 If all parties to a dispute agree to dispute resolution, a mediator or facilitator 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 the Organization.

1.4.3 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.

1.4.4 Should a negotiated decision be reached, the decision shall be reported to and approved by the Organization. Any actions that are take place as a result of the decision shall be enacted on by the timelines specified by the negotiated decision, pending the Organization’s approval.

1.4.5 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.

## **1.5 Final and Binding**

1.5.1 Any negotiated decision will be binding to the parties. Negotiated decisions shall not be appealed.