



## **Dispute resolution**

### **Policies and processes for the administration of dispute resolution**

Dispute resolution is an important aspect of any youth soccer club. Edmonton Sting recognizes that disputes may arise among players, parents, coaches, and volunteers. To ensure that disputes are resolved in a fair and equitable manner, the following policies and processes will be used:

1. **Communication:** The first step in resolving any dispute is open and clear communication. All parties involved in a dispute are encouraged to communicate their concerns to each other in a calm and respectful manner. This may involve a face-to-face meeting, phone call, or email exchange.
2. **Mediation:** If communication between the parties is unsuccessful in resolving the dispute, the next step is mediation. The club will appoint a neutral third-party mediator to assist in resolving the dispute. The mediator will work with all parties involved to come to a mutually acceptable solution.
3. **Grievance Committee:** If mediation is unsuccessful, the dispute will be referred to the club's grievance committee. The committee will be made up of three club members who are not directly involved in the dispute. The committee will review the dispute and make a decision based on the evidence presented. The decision of the grievance committee will be final.
4. **Appeals:** If a party is not satisfied with the decision of the grievance committee, they may appeal the decision to the club's board of directors. The board of directors will review the decision and may either affirm or overturn the decision of the grievance committee.
5. **Documentation:** All disputes and their resolutions will be documented by the club. This documentation will include the nature of the dispute, the steps taken to resolve the dispute, and the final decision reached. This documentation will be used for future reference and to ensure consistency in the administration of dispute resolution.

In conclusion, the policies and processes outlined above ensure that disputes are resolved in a fair and equitable manner. We are committed to creating a safe and positive environment for all players, parents, coaches, and volunteers in our club.