CALGARY ROCKIES F.C.

AFFORDABLE EXCELLENCE
WHERE KIDS COME FIRST

DISPUTE RESOLUTION AND APPEALS POLICY

1.0 Purpose

The purpose of this policy is to provide a clear, fair, and independent process to resolve disputes that arise within the Calgary Rockies Football Club (CRFC). The policy promotes early resolution through direct negotiation and mediation while ensuring that more formal processes, such as arbitration, are available when needed.

This policy applies to all players, parents/guardians, coaches, team officials, staff, volunteers, and board members.

2.0 Dispute Resolution Process

Disputes may arise in a range of areas, including team selections, playing time, coach conduct, interpersonal conflicts, and club operations. Calgary Rockies aims to resolve disputes at the lowest level possible, using a structured and transparent process.

2.1 Step 1 – Direct Negotiation

- Initiation: Any individual involved in a dispute (the complainant) should first attempt to resolve the issue directly with the other party through respectful dialogue.
- Support: Club staff may facilitate this discussion if requested by either party. Staff will act only as neutral facilitators and not as decision-makers.
- Timeline: This step should be initiated promptly and completed within 14 days of the dispute being identified.

2.2 Step 2 – Internal Mediation

- Initiation: If direct negotiation fails, the complainant may request mediation through the club's Dispute Resolution Officer by submitting a written request outlining the nature of the dispute and actions taken.
- Mediation Officer: Internal mediation may be conducted by a trained neutral mediator, appointed by the Dispute Resolution Officer. This individual may be:
  - A club staff member trained in mediation,
  - An external mediator provided through ADRIA,
  - Or a mutually agreed-upon third-party neutral.
- Standards: All mediation must follow the ADR Canada Code of Conduct for Mediators and, where applicable, the ADR Canada National Mediation Rules.
- Timeline: Mediation must be initiated within 30 days of failed negotiation and should be concluded within 60 days, unless an extension is agreed upon by all parties.

2.3 Step 3 – Arbitration

- Initiation: If mediation fails or is declined, the matter may be referred to binding arbitration by either party.
- Oversight: Arbitration shall be conducted under the Alberta Arbitration Act or pursuant to rules mutually agreed upon by the parties.
- Arbitrator Selection: A qualified, independent arbitrator will be selected by mutual agreement. If no agreement can be reached, ADRIA may assist in appointing an arbitrator.
- Timeline: Arbitration must be initiated within 30 days of the conclusion of mediation and resolved within 90 days, subject to arbitrator availability.
- Finality: The decision of the arbitrator will be final and binding.

3.0 Roles and Responsibilities

3.1 Dispute Resolution Officer (DRO)

- Dispute Resolution Officer role will be filled by the Office Manager unless there is a conflict of interest in which case will be held by the Director of Footnall
- Oversees the dispute resolution process.
- Ensures timelines are met and records are maintained.
- Screens conflict-of-interest concerns.
- May recommend external mediation or arbitration resources if internal resources are not appropriate.

3.2 Staff Role

- Facilitate logistics and ensure procedural fairness.
- Do not participate in decisions.
- Assist with information collection when required.

3.3 Volunteer Role

- May support resolution processes (e.g., acting as facilitators or scribes).
- May not serve in any decision-making capacity.
- Must disclose and avoid conflicts of interest.

3.4 Independence and Impartiality

- All dispute resolution activities will be conducted independently of the Board of Directors unless governance or legal obligations require Board involvement.
- Board members shall not participate in dispute resolution except when a matter pertains directly to their governance responsibilities.

4.0 Use of ADRIA and External Resources

- Calgary Rockies encourages the use of ADR Institute of Alberta (ADRIA) to access trained mediators and arbitrators, resources, and best practices.
- ADRIA can provide:
  - External mediation or arbitration services, if internal neutrality cannot be maintained.
  - Training for staff or volunteers in mediation principles.
  - Process consultation for complex disputes.

For more information: www.adralberta.com Tel: 1-780-433-4881

5.0 Appeals Policy

Appeals relate to decisions made by the club or its representatives, including but not limited to team selection, discipline, and program eligibility.

5.1 Appeal Steps

Calgary Rockies: Soccer relate appeals to the Technical Director. Administrative appeals to the Office Manager.

Calgary Rockies: Director of Football
If the TD or OM does not provide a satisfactory outcome, the matter may be escalated to the Director of Football. Team placement appeals cannot be escalated past this level.

Calgary Minor Soccer Association (CMSA) Appeals Committee
If Calgary Rockies does not provide a satisfactory outcome, the matter may be escalated to CMSA. For steps on this process, please review the Rules and Regulations Document, Page 66-69 on this page: https://calgaryminorsoccer.demosphere-secure.com/league/league-rules.

Alberta Soccer Association (ASA) Appeals Committee
If CMSA does not provide a satisfactory outcome, the matter may be escalated to ASA.
https://albertasoccer.com/wp-content/uploads/2023-ASA-Appeals-Policyv3.pdf

Canada Soccer Appeals Committee
As a final resort, unresolved matters may be appealed at the national level.

All appeals must be initiated in writing and follow the processes and timelines established by the respective organizations. Calgary Rockies will assist in facilitating appeals but does not oversee or influence decisions at these higher levels.

6.0 Written Appeals Submission Process

6.1 Purpose

To provide individuals with a clear and standardized method for submitting appeals in writing, ensuring timely and fair review by the appropriate decision-makers within CRFC and, if necessary, higher governing bodies.

6.2 Step-by-Step Written Appeals Process

6.2.1 Step 1: Prepare Your Appeal Document

Your written appeal must include the following components:

Appellant Information

- Full Name
- Role (e.g., player, parent/guardian, coach, volunteer)
- Team or Program Name
- Contact Information (email and phone number)

Subject of the Appeal

- Clearly state the decision being appealed
- Date the decision was communicated
- Who made the decision (e.g., coach, Office Manager, Technical Director)

Grounds for Appeal

Clearly outline why you are appealing. Appeals will only be considered on valid grounds:

- A significant procedural error that affected the decision
- Bias or conflict of interest
- The decision was unreasonable or not supported by evidence
- New information has become available that was not previously considered desired outcome
- State what resolution or outcome you are seeking (e.g., reconsideration of team placement, removal of disciplinary action, eligibility reinstatement)

Supporting Evidence

- Attach relevant documents, communications, or witness statements that support your case.

6.2.2 Step 2: Submit Your Appeal

Appeals must be submitted in writing and can be delivered by:

- Email (preferred):
  Send to the appropriate person based on the nature of your appeal:
  - Soccer-related appeals → Technical Director
  - Administrative appeals → Office Manager
- Subject Line Format:
  "Appeal Submission – [Your Name] – [Brief Subject]"
  Example: Appeal Submission – Jane Smith – U15 Team Placement

- Mail:
  Calgary Rockies Football Club
  Attn: Appeals
  31203 Coyote Valley Road
  Calgary, Alberta, T3L2R1
- Deadline: Appeals must be submitted within 14 days of receiving the decision you are appealing.

6.2.3 Step 3: Acknowledgment and Review

- You will receive an acknowledgment of your appeal within 5 business days.
- The appeal will be reviewed by the appropriate person (TD or OM).
- A written response with a decision or next steps will be provided within 15 business days.

6.2.4 Step 4: Escalation Process

If the outcome is not satisfactory:

Director of Football

You may request escalation to the Director of Football in writing within 7 days of receiving the initial appeal decision. Team placement appeals cannot be escalated past this level.

Calgary Minor Soccer Association (CMSA)

If CRFC does not resolve the matter to your satisfaction, you may appeal to CMSA following their process (see CMSA Rules & Regulations, pp. 66–69).

Alberta Soccer Association (ASA)

Refer to the ASA Appeals Policy (https://albertasoccer.com/wp-content/uploads/2023-ASA-Appeals-Policyv3.pdf).

Canada Soccer

Final appeals may be directed to the Canada Soccer Appeals Committee.

7.0 Additional Notes

- All appeals must be respectful and factual.
- Calgary Rockies will assist with documentation or process questions but does not control decisions at CMSA, ASA, or Canada Soccer levels.
- Anonymous appeals will not be accepted