



## ***DISPUTE RESOLUTION***

### ***BYLAW 11.01***

The Club shall adhere to the Dispute Resolution process as published and approved by Ontario Soccer from time to time.

Any Member of the Club may initiate the Dispute Resolution process by communicating in writing to Ontario Soccer, with a copy to the Club and District Association, the nature, and facts of the dispute.

Ontario Soccer, at its discretion, may proceed with the Dispute Resolution process by assigning one or more neutral persons to the dispute.

The Dispute Resolution process shall not be used for game discipline which follows the normal discipline and appeals process.

The Club shall make available to any Member the Dispute Resolution process when requested.

#### **Dispute Resolution Process**

When a member or member's parent has a concern or issue regarding the team operations, the club or other

matter related to the BRYST; they should adhere to the following protocol in addressing such matters:

##### **Step 1**

Competitive Program - raise the matter with the team Head Coach or Manager (depending on the matter) If the matter cannot be reasonably resolved with the Head Coach or Team Manager, they should proceed to the next step.

##### **Step 2**

Submit a written explanation and request for assistance to the Technical Manager. If the matter cannot be reasonably resolved the Technical Manager shall proceed to the next step.

##### **Step 3**

The Technical Manager will submit a written explanation and request for assistance to the CRSB Director, Technical Development for technical issues, or BRYST General Manager for administrative/operational matters. If the matter cannot be resolved the D-TD or GM will proceed to the next step.

**Step 4**

The General Manager will present the matter to the BRYST Board of Directors for final resolution. All decisions of the Board regarding player team selection, coach assignments and refunds are final. If the matter is still unresolved, then proceed to the next step.

**Step 5**

The General Manager will supply the complainant with their rights of appeal to the York Region Soccer Association.