



West Hills United Soccer Club – Policy Manual

POLICY - COMPLAINTS and DISPUTE RESOLUTION

Effective Date: December 2023

West Hills United Soccer Club (“WHUSC”) encourages all members (players, parents and coaches) to attempt to resolve issues in good faith prior to club intervention, but understands that this is not always possible. Encouraging open communication, WHUSC is committed to investigating and acting fairly, and without bias upon all complaints or reports of inappropriate behavior pertaining to WHUSC soccer-related activities.

WHUSC is essentially an autonomous and self-governing entity, deriving our authority from our “governing documents” – our corporate charter, bylaws, policies, procedures and rules. We are also subject to the rules of procedural fairness. For example, before an organization can make a decision that adversely affects an individual, that individual has a right to know the case against them and to be given a reasonable opportunity to respond on their own behalf. If the situation warrants, following consultation with our governing bodies, an independent review of complaints may be initiated in order to maintain the fairness of the evaluation.

Complaints about Directors or Staff; Privacy Act Complaints

If a member of WHUSC wishes to make a formal complaint about any Director of the Board, they may do so in writing. Any such complaint is to be directed to WHUSC’s President at president@whusoccer.com.

Formal complaints regarding club members, staff, volunteers, coaches, players, referees, etc. should be submitted in writing to the Club Manager at admin@whusoccer.com.

If a formal complaint is to be made against the WHUSC Club Manager, please contact WHUSC’s President at president@whusoccer.com in writing.

Complaints regarding breaches relating to Privacy Act concerns are to be directed to the club President at president@whusoccer.com who shall act as the Club’s Privacy Officer.

Complaint Process

Any complaint can be communicated verbally to a club official or employee but must be followed up in written form (letter and/or email) in order to be acted upon. A confirmation from WHUSC that the complaint has been received will be provided via email if possible; other confirmation forms may include telephone or letter. Once a written complaint has been filed with the club, a review committee consisting of a least three (3) committee members will be



struck to review the complaint and determine if a hearing will be required. These members will be appointed by the President, and may include Board Members.

A committee member will be assigned to lead the investigation into the complaint and will schedule a complaint hearing within fifteen (15) business days of receipt/filing of the complaint, also providing notice to the individual(s) whom the complaint has been filed against. The individual(s) who are named on the complaint shall be contacted by e-mail and requested to appear at the complaint hearing. The hearings shall be conducted by the committee.

The individual(s) named on the complaint is/are entitled to be present at the hearing. Only individuals called by the committee shall be allowed to participate in a hearing. 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 decide upon a process that best allows the affected individual to adequately answer the case against them given the circumstances of the complaint and the nature of the matter being considered. The committee shall then deliberate in camera following the hearing.

The decision of the committee shall be communicated to the individual named in the complaint within ten (10) working days of the hearing. Penalties can range from a permanent suspension from the club, suspension for a specified period of time and a probationary period where the individual is allowed to continue with the club.

All committee decisions are final, and the issuing of "Reasons for Decision" along with the decision is not mandatory due to legislated privacy constraints.

Individual(s) who are charged with a criminal offence involving club-related incidents shall be immediately suspended from the club pending resolution of the charges. No complaint 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 offence are subject to immediate suspension or removal.

Any individual who is convicted of a criminal offence resulting from sexual or physical abuse shall be banned for life from the club.

Appeals

No action or legal proceeding will be commenced against WHUSC or its club members, staff, volunteers, coaches, players and referees, etc., in respect of a complaint or dispute, unless WHUSC has refused or failed to provide or abide by the dispute resolution process and/or appeal process. Refer to the Canada Soccer Associations website at www.canadasoccer.com for applicable policies and operational procedures.



West Hills United Soccer Club

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Dispute Resolution

Dispute resolution is defined as “the process of resolving disputes between parties”. In the case of WHUSC, disputes are typically brought to the attention of the club by way of a formal complaint. Resolution is most often achieved following an investigation by club officials and follow-up discussions and/or the provision of education/training with the parties involved.

Formal dispute resolution is intended for matters of a “corporate nature” (examples of which are set forth below), and may be addressed through the CSA Dispute Resolution Policy:

- the calling and holding of general meetings;
- the presentation and approval of financial statements;
- the nomination and election of Directors and Officers;
- the removal of Directors and Officers;
- the acceptance, rejection and removal of members;
- the calling and holding of Board meetings;
- breaches of parliamentary procedure; and
- other matters of a similar corporate or governance nature.