



CONFLICT RESOLUTION POLICY

Pinnacles Football Club (the “Club”) acknowledges that disputes among the game’s participants can occur. In keeping with the principles of promoting the game of soccer and encouraging among its members, and all citizens in general, sportsmanship as well as good citizenship, a fundamental dispute resolution mechanism and process is essential. These mechanisms or processes are designed to enable:

- appropriate and relevant discussion,
- clearly articulated responsibilities of the individuals and club,
- recognition of responsibility and authority,
- an appeal process.

The Conflict Resolution Policy attempts to be fair in respecting members as well as the Club. It is the policy of the Club that Discipline matters and/or disputes should be resolved at the lowest possible level of intervention, mediation or sanction in a fair and as possible, impartial way.

COMPLAINT AND APPEAL PROCEDURE

1. It shall be known to all concerned parties (parents, coaches, players, club officials, etc.) that the Club shall deal with all matters of business of the Club as a whole, including the function of all duties related to discipline and dispute resolution.
2. The Club (as represented by their directors and executive) is empowered to enquire into the conduct of any Member in the Member’s capacity as a player, coach, manager and/or team official and may take disciplinary action where it is determined necessary.
3. The Club may summon before it any coach, manager, player, official, or other party in order to inquire into any alleged offence.
4. The Club shall have the authority to remove any coach or team official given sufficient grounds.
5. The Club may review and suspend or expel, or impose other punishment, in addition to punishment imposed by the BC Soccer Association, or the Canadian Soccer Association for each member, player, coach, team or club official, sent from field of play during any game or who brings the game into disrepute or is offensive by their action or conduct.
6. The Club may appoint a specific director or committee to deal with discipline or dispute within the Club.

PINNACLES FOOTBALL CLUB

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7. Complaint process levels and responsibilities as follows:

Level 1.

The Complainant must discuss with the Coach who has immediate authority over the situation (real or perceived) the conduct or dispute in question in an attempt to identify and resolve the issue. The request should be made following a period of 24 hours after which complainant will request a meeting with the coach through the manager of the team. The coach and the complainant will agree to a time to meet within the week. If the matter can be resolved informally the complaint process does not need to be continued. If the matter cannot be resolved informally move to level 2.

Level 2.

The Complainant must discuss with the Head Coach and whomever else may have authority over the situation (real or perceived) the conduct or dispute in question in an attempt to identify and resolve the issue. If the matter can be resolved informally the complaint process does not need to be continued. If the matter cannot be resolved formally move to Level 3. Proceeding to Level 3, the Head Coach must advise the Chair of the Club's Judicial Committee of the complaint (resolved or otherwise) in writing.

Level 3.

The Complainant must prepare a written complaint to the Club's Chair of the Club's Judicial Committee outlining the facts/action in dispute. The facts are to include but are not limited to:

- a) date, time, place, of incident in dispute,
- b) names of relevant parties (as known) and part they had in dispute. This can include, but is not limited to: potential offender, witnesses, Club officials,
- c) contact information of parties and complainant (as known),
- d) the grounds upon which the Complainant relies in making the appeal,
- e) the decision or action being appealed,
- f) the decision maker who made the decision or took the action at issue,
- g) the relief/remedy being sought,
- h) the Complainant shall have the burden of establishing, on a balance of probabilities, that the Alleged Offender was guilty of the alleged action, misconduct and/or that the

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Decision Maker's decision was improperly or wrongly made, or that any penalty imposed on a Complainant is unduly harsh in consideration of all the circumstances.

If the complainant believes that the club's decision has been made impartially or has been made without due consideration of facts, the complainant may make a final appeal to level 4.

Level 4.

The Complainant must prepare a written complaint to the Judicial Committee outlining the facts/action in dispute. The facts are to include but are not limited to:

- a) date, time, place, of incident in dispute,
- b) names of relevant parties (as known) and part they had in dispute. This can include, but is not limited to: potential offender, witnesses, Club officials,
- c) contact information of parties and complainant (as known),
- d) the grounds upon which the Complainant relies in making the appeal,
- e) the decision or action being appealed,
- f) the decision maker who made the decision or took the action at issue,
- g) the relief/remedy being sought,
- h) the Complainant shall have the burden of establishing, on a balance of probabilities, that the Alleged Offender was guilty of the alleged action, misconduct and/or that the Decision Maker's decision was improperly or wrongly made, or that any penalty imposed on a Complainant is unduly harsh in consideration of all the circumstances.

The decision of the judicial board will be binding.

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