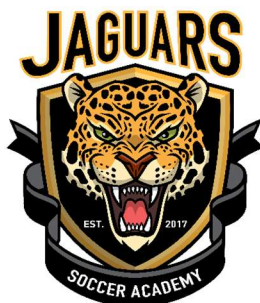


Oakville Jaguars



Soccer Academy Inc

OAKVILLE JAGUARS SOCCER ACADEMY (OJSA)

Dispute Resolution Policy

Aligned with Canada Soccer, Ontario Soccer, and Safe Sport Requirements

1. Purpose

OAKVILLE JAGUARS SOCCER ACADEMY (OJSA) is committed to fostering a positive, respectful, and collaborative soccer environment. The Academy recognizes that disagreements and conflicts may arise from time to time and is committed to resolving disputes in a fair, timely, transparent, and respectful manner.

The purpose of this policy is to:

- Promote early and informal resolution of disputes whenever possible.
- Ensure procedural fairness for all parties.
- Protect the rights and dignity of all participants.
- Reduce unnecessary escalation of conflicts.
- Ensure consistency with the Canada Soccer and Ontario Soccer complaint and discipline processes.

This policy is not intended to replace mandatory reporting requirements under Safe Sport, child protection legislation, or criminal law.

2. Scope

This policy applies to all individuals associated with OJSA, including:

- Players
- Parents and guardians
- Coaches
- Team officials
- Technical staff
- Volunteers
- Employees
- Referees

- Board Members
- Contractors
- Spectators when participating in Academy activities

The policy applies to disputes arising from:

- Training sessions
- Matches
- Academy programs
- Tournaments
- Team travel
- Meetings
- Electronic communications
- Social media related to Academy activities

3. Guiding Principles

OJSA will resolve disputes using the following principles:

- Respect
- Fairness
- Confidentiality
- Timeliness
- Objectivity
- Natural Justice
- Safe Sport
- Child-Centred Decision Making

The Academy encourages respectful dialogue before formal complaints are initiated whenever appropriate.

4. Matters Covered

Examples include:

- Misunderstandings between parents and coaches
- Team selection concerns
- Playing time discussions
- Communication issues
- Minor behavioural concerns
- Program administration concerns
- Interpersonal conflicts
- Code of Conduct concerns
- Volunteer disputes

5. Matters Not Covered

This policy does **not** replace the procedures required for:

- Abuse
- Harassment
- Discrimination
- Sexual misconduct
- Child protection concerns
- Criminal behaviour
- Rule of Two violations
- Safe Sport complaints

These matters must immediately follow:

- Canada Soccer Safe Sport procedures
- Ontario Soccer policies
- Applicable legislation
- Law enforcement or Children's Aid Society when required

6. Informal Resolution Process

Whenever appropriate, disputes should first be addressed informally.

Step 1 – Direct Discussion

The parties involved should attempt to resolve the issue respectfully and privately.

Examples include:

- Parent speaking respectfully with coach.
- Coach discussing concerns with player.
- Volunteer speaking with team manager.

Most misunderstandings can be resolved through respectful communication.

Step 2 – Mediation by Club Leadership

If the issue remains unresolved:

The matter should be referred to:

- Technical Director
- Club Director
- Safe Sport Officer (if appropriate)
- Executive Director

A facilitated discussion may be arranged.

The goal is to reach a mutually acceptable solution.

7. Formal Complaint Process

If informal resolution is unsuccessful or inappropriate, a formal complaint may be submitted.

Complaints should include:

- Name of complainant
- Date
- Individuals involved
- Description of incident
- Supporting documentation
- Desired outcome

Anonymous complaints may be reviewed where sufficient information exists.

8. Complaint Review

The designated Academy representative will:

- Acknowledge receipt within **5 business days**.
- Determine jurisdiction.
- Assess urgency.
- Determine whether:
 - informal resolution remains appropriate,
 - mediation is recommended,
 - formal investigation is required, or
 - referral to Ontario Soccer or Canada Soccer is necessary.

9. Investigation Process

When necessary, OJSA may:

- Interview all parties.
- Review documents.
- Review electronic communications.
- Interview witnesses.
- Review video evidence.
- Obtain additional information.

All participants are expected to cooperate fully.

10. Procedural Fairness

OJSA will ensure:

- Both parties are heard.
- Decisions are unbiased.
- Evidence is considered fairly.
- Confidentiality is maintained whenever possible.
- Decisions are based on facts.

11. Resolution Options

Depending on the circumstances, resolutions may include:

- Education
- Verbal reminder
- Written warning
- Mediation agreement
- Behavioural expectations
- Apology
- Coaching recommendations
- Additional Safe Sport education
- Temporary restrictions
- Suspension
- Referral under the Academy Discipline Policy

12. Appeals

Where permitted under Academy policies, individuals may appeal decisions.

Appeals must:

- Be submitted in writing.
- Identify the specific grounds for appeal.
- Be filed within **14 calendar days** of the decision.

Grounds for appeal may include:

- Procedural error.
- New evidence unavailable during the original review.
- Bias or conflict of interest.
- An unreasonable or disproportionate decision.

Appeals will be reviewed by individuals who were not involved in the original decision whenever possible.

13. Referral to Ontario Soccer or Canada Soccer

OJSA will refer matters to Ontario Soccer or Canada Soccer when required under governing body policies, including matters involving:

- Safe Sport complaints
- Serious misconduct
- Sanctioned competitions
- Registered participants under provincial or national jurisdiction
- Cases requiring independent adjudication

OJSA will cooperate fully with any investigation conducted by Ontario Soccer or Canada Soccer.

14. Confidentiality

All complaints will be handled confidentially.

Information will only be shared with individuals who require it to:

- investigate,
- protect participants,
- administer discipline,
- comply with legal obligations.

Participants are expected to maintain confidentiality throughout the process.

15. Protection Against Retaliation

OJSA strictly prohibits retaliation against any individual who:

- reports a concern,
- participates in an investigation,
- provides evidence,
- acts as a witness.

Retaliation may itself result in disciplinary action.

16. Record Keeping

OJSA will maintain secure records of:

- complaints,
- investigations,
- mediation,
- findings,
- decisions,
- disciplinary actions.

Records will be retained in accordance with applicable privacy legislation and Academy document retention practices.

17. Education

OJSA will promote conflict prevention by providing education on:

- Respectful communication
- Positive parent behaviour
- Safe Sport
- Code of Conduct expectations
- Emotional intelligence
- Conflict management
- Equity, Diversity and Inclusion
- Complaint procedures

18. Policy Review

This policy shall be reviewed annually by the OJSA Board of Directors to ensure continued alignment with:

- Canada Soccer Safe Sport Framework
- Ontario Soccer policies
- Canada Soccer Code of Conduct and Ethics
- Ontario's applicable legislation
- Best practices in alternative dispute resolution

Commitment Statement

OAKVILLE JAGUARS SOCCER ACADEMY believes that respectful communication and early conflict resolution strengthen our soccer community. We are committed to resolving disputes fairly, promptly, and professionally while protecting the rights, dignity, and well-being of every participant. By encouraging collaboration, transparency, and accountability, OJSA promotes a positive environment where players can learn, develop, and enjoy the game in a culture of respect and Safe Sport.