

# **Cambridge Youth Soccer – Dispute Resolution Policy**

## **As per Article 13 of the CYS Constitution:**

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 SWRSA, 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 to be used for game discipline which follows the normal discipline and appeals process. The Club shall make available to any Member the Harassment Policy when requested.

Ratified – Aug 16, 2017

## **Cambridge Youth Soccer –Internal Resolution Policy**

In order to help resolve complaints internally and in a timely manner, Cambridge Youth Soccer has created a confidential email address [CYSFeedback@cambridgesoccer.ca](mailto:CYSFeedback@cambridgesoccer.ca) which directs any complaints to the Board of Directors. An automatic email will be generated verifying receipt of the complaint and next steps to follow. In the event your complaint has not been resolved to your satisfaction, complaints can be directed to SWRSA Southwest Regional Soccer Association.

Adopted April 2019