



FORZA SOCCER ACADEMY

Dispute Resolution Policy and Process

Forza Soccer Academy is committed to resolving disputes fairly, promptly, respectfully, and at the lowest appropriate level. This policy establishes an independent process for resolving disputes involving members and participants where informal resolution has not been successful or is not appropriate.

1. Purpose

The purpose of this policy is to provide a clear and procedurally fair process for resolving disputes arising from Forza Soccer Academy programs, activities, decisions, relationships, or the application of Academy policies. The process is intended to support constructive resolution while protecting participant safety, fairness, confidentiality, and organizational integrity.

2. Scope

This policy applies to disputes involving Forza Soccer Academy members and participants, including athletes, parents or guardians, volunteers, team personnel, and other individuals participating in Academy programs or activities. Employment matters involving staff are addressed through applicable employment or human-resources processes. Matters involving Directors acting in their governance capacity are addressed through the bylaws and governance policies. Discipline and misconduct matters are addressed under the Academy's Discipline, Misconduct & Inappropriate Behaviour Policy and Process.

3. Guiding Principles

Disputes will be addressed using processes that are proportionate to the issue and consistent with procedural fairness. Wherever appropriate, Forza will encourage direct communication and informal resolution before a formal process is initiated.

The dispute-resolution process will be guided by the following principles:

- independence from the Board of Directors;
- impartiality and absence of material conflict of interest;
- timely and respectful communication;
- a reasonable opportunity for each party to be heard;
- confidentiality to the extent reasonably possible;
- proportionate and practical outcomes;
- protection from retaliation for good-faith participation.

4. Informal Resolution

Where appropriate, parties are encouraged to first attempt to resolve the dispute directly, respectfully, and in good faith. The Executive Director, Technical Director, or another appropriate administrative contact may assist with communication, clarification of policy, or a facilitated conversation, provided that person is neutral in the matter. Informal resolution may be discontinued at any time if it is not appropriate, safe, or productive.

5. Request for Formal Dispute Resolution

A party seeking formal dispute resolution should submit the concern in writing to the Executive Director or another designated administrative contact. The request should identify the issue, the parties involved, the steps already taken to resolve it, and the outcome being sought. Assistance may be provided to a person who requires support putting the concern in writing.

6. Independent Administration

Formal dispute-resolution processes will be administered independently of the Board of Directors. Forza Soccer Academy will appoint an independent Case Manager, mediator, facilitator, adjudicator, or other neutral person who is not a current Director and who has no material conflict of interest in the matter. The Board will not determine the merits of the dispute or direct the independent decision-maker.

7. Process

The independent person will determine the process appropriate to the nature and complexity of the dispute. The process may include written submissions, facilitated discussion, mediation, meetings with the parties, review of relevant documents, or another fair and proportionate method. Each party will be given a reasonable opportunity to explain their position and provide relevant information.

8. Resolution and Written Outcome

Where the parties reach a voluntary resolution, the terms may be documented in writing. Where a formal determination is required, the independent decision-maker will provide a written outcome setting out the decision and any directions required to resolve the dispute. Outcomes should be practical, proportionate, and consistent with Forza Soccer Academy policies and applicable governing-body requirements.

9. Confidentiality

Information relating to a dispute will be shared only as reasonably necessary to administer the process, protect participants, implement an outcome, or meet legal or governing-body requirements. Absolute confidentiality cannot be guaranteed where disclosure is required for fairness, safety, law, or governing-body obligations.

10. Retaliation

Retaliation against any person who raises a dispute, participates in the process, provides information, or supports another participant in good faith is prohibited and may be addressed as misconduct under applicable Forza Soccer Academy policies.

11. External or Higher-Level Resolution

Where Forza Soccer Academy does not have jurisdiction, where an independent internal process is not reasonably available, or where the matter is more appropriately handled externally, the dispute may be referred to Saskatchewan Soccer Association, Canada Soccer, an independent Safe Sport mechanism, or another appropriate body with jurisdiction.

12. Appeals

Where an appeal is available from a formal decision made under this policy, it will be administered independently of the Board of Directors under Forza Soccer Academy's Appeals Policy and Process or through a higher governing body where appropriate.

13. Records

Forza Soccer Academy will maintain appropriate records of formal dispute-resolution requests, process steps, agreements, decisions, and related correspondence in accordance with organizational record-keeping practices and applicable privacy requirements.

14. Relationship to Other Policies

This policy should be read together with the Forza Soccer Academy bylaws, Codes of Conduct, Governance Policy Framework, Discipline, Misconduct & Inappropriate Behaviour Policy and Process, Appeals Policy and Process, and applicable Safe Sport policies. Where another policy or governing body has primary jurisdiction, that process may take precedence.

Implementation principle: Formal dispute resolution under this policy is independent of the Board of Directors. The Board provides governance oversight but does not decide the merits of individual disputes.

Approved by Forza Soccer Academy

www.forzasocceracademy.ca