

BYSA Dispute Resolution Process

Preamble: to preserve the integrity of the BYSA's Constitution, the Board of directors has developed a Dispute Resolution Policy to satisfy concerns that may arise between players, coaches, parents and referees. It is intended that the process will respect individual differences, foster positive outcomes for all members of the BYSA and always be in the best interests of the players. Throughout the process, confidentiality is paramount at all levels.

In the event that misunderstandings or issues arise, the Complainant:

1. Will first of all, contact the other person in the issue (respondent) and try to reach understandings and/or a resolution to the issue.
2. If the issue is still unresolved, the Complainant can complete a BYSA Soccer Complaint Form or issue their own formal, written statement. Either form should be addressed to the Dispute Resolution Chairperson on the Board of BYSA.
3. At the Chairperson's discretion, he/she will deal with the complaint or form a committee of two or three. The Chairperson and/or the committee will remain in a neutral position between the Complainant and the Respondent.
4. The Chairperson or the committee will interview the Complainant to ascertain details, and gather relevant information from others, keeping confidentiality at the foremost.
5. The Chairperson will inform the Respondent and set a date for a meeting.
6. The Chairperson or the committee will meet with the Respondent to discuss the issues and search for solutions to the problem.
7. The Complainant and the Respondent will be informed of the solutions, support plans and time lines.
8. The Chairperson will report to the Board at its next meeting.