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**Calgary City Football Club Complaints and Dispute Resolution Policies**

**POLICY - COMPLAINTS and DISPUTE RESOLUTION:**

 Calgary City FC encourages all members (players, parents, and coaches) to attempt to resolve issues in good faith and respectful matter prior to club’s director, BOD intervention or independent committee. Keeping in mind the criteria provided in our club code of conduct and club’s compliances with CMSA.

**Staff complain:**

Formal complaints about staff, volunteers, coaches, players, parents,referees, etc. Should be submitted in writing to the club’s Director German Camacho at *info@calgarycityfc.ca*

**Directors or BOD complaints:**

Complaints regarding breeches of confidentiality or directors are to be directed to the club’s board president at *camilocamaes@gmail.com* who shall act as the Club’s Privacy Officer to investigate the formal complaint.

**Serious formal Complain that requires investigation:**

Calgary City FC is committed to investigating and acting fairly, and without bias upon all complaints or reports of inappropriate behavior pertaining to soccer-related activities. As with the majority of non-profit organizations in Canada, Calgary City FC is a private tribunal, essentially autonomous and self-governing; deriving our authority from our governing documents, bylaws, policies, procedures, and rules. Before our organization can make a decision that adversely affects an individual, that individual has a right to know the case against them and to be given a reasonable opportunity to respond on their own behalf. If the situation warrants, following consultation with our governing bodies, an independent committee review of complaints will be sought in order to maintain the fairness of the evaluation.

**Independent Committee Investigation:**

A neutral volunteer committee conform of at least 3 members that will act independently from the club or parties involve will follow steps of the investigation.

1- Formal written complaint has been filed with the club.

2- Committee will be review the complaint and determine if a hearing will be required.

3- A committee member assigned to lead the investigation into the complaint will schedule a complaint hearing within ten (10) business days of filing of the complaint, also providing notice to the individual(s) whom the complaint has been filed against. The individual(s) who are named on the complaint shall be contacted by e-mail and requested to appear at the complaint hearing date.

 4- Hearings shall be conducted by three (3) committee members, yet independent of the Board of Directors.

5- The individual(s) named on the complaint is/are entitled to be present at the hearing. Only individuals called by the committee shall be allowed to participate, unless the committee request witnesses or proves to be present. Hearings can take place by way of written submissions, video or oral submissions and with differing degrees of formality and complexity.

6- The main consideration will be to decide upon a process that best allows the affected individual to adequately answer the case against them given the circumstances of the complaint and the nature of the matter being considered.

7- The committee shall then deliberate following the Hearing with the individual(s) who are named on the complaint.

 8- The decision of the committee shall be communicated to the individual named in the complaint within ten (10) working day of the Complaint Hearing.

 9- Penalties can range from a permanent suspension from the club, suspension for a specified period of time, and a probationary period where the individual is allowed to continue with the club

 10- All committee decisions are final, and the issuing of “Reasons for Decision” along with the decision is not mandatory due to legislated privacy constraints.

**Criminal Offense:**

Individual(s) who are charged with a criminal offense involving club-related incidents shall be immediately suspended from the club pending resolution of the charges. No Complaint or Discipline Hearing shall take place when an individual is facing criminal charges for club-related incidents. Club members who are convicted of a Criminal Code of Canada offense are subject to suspension or removal. Any individual who is convicted of a criminal offense resulting from sexual or physical abuse shall be banned for life from the club.

**Dispute Resolution**:

Calgary City FC, disputes are typically brought to the attention of the club by way of staff, director, BOD serious formal complaint. Resolution is most often achieved following an investigation by club officials or independent committee, and follow-up discussions and a final decision of sanctions, suspensions or agreements by the parties involved.