

DISPUTE RESOLUTION POLICY

Dispute Resolution Policy – Ringette Alberta

Definitions

1. Alternative Dispute Resolution (“ADR”) – a facilitated process involving the Parties to a complaint which has the purpose of a negotiated resolution to the complaint.
2. Independent Third Party – the company with specialized expertise appointed by the Organization to receive reports and complaints, and to fulfill the responsibilities outlined in this policy and the Ringette Alberta *Discipline and Complaints Policy* and the Ringette Alberta *Appeal Policy* as applicable
3. Organizational Participants – Refers to all categories of Member defined in the Bylaws and Policies of Ringette Alberta and all individuals who are subject to the Governing Documents and Policies of Ringette Alberta. This includes all people employed by, contracted by, or engaged in activities with Ringette Alberta and its Group Members including, but not limited to, employees, contractors, athletes, coaches, facilitators, evaluators, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.

Purpose

2. The purpose of this policy is to illustrate that Ringette Alberta supports the principles of alternative dispute resolution (“ADR”) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes and complaints. ADR also avoids the uncertainty, costs, and other negative effects associated with lengthy appeals or complaints, or with litigation.
3. Ringette Alberta encourages Organizational Participants to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. Ringette Alberta believes that negotiated resolutions are usually preferable to outcomes resolved through other means. Negotiated resolutions to disputes and complaints with and among Organizational Participants are strongly encouraged.

Application of this Policy

4. This Policy applies to all Organizational Participants.
5. Opportunities for ADR may be pursued at any point in a dispute or complaint process when the parties to the dispute or complaint agree that such a course of action would be mutually beneficial.

Facilitation and Mediation

6. If the parties to a dispute or complaint agree to ADR, a mediator or facilitator will be appointed by the Independent Third Party to mediate or facilitate the dispute. The costs of the mediation/facilitation will be borne by the Parties, unless agreed to otherwise with Ringette Alberta or other parties (as applicable).
7. The mediator/facilitator will decide the format under which the dispute will be mediated/facilitated and will specify a deadline before which the Parties must reach a negotiated decision.

DISPUTE RESOLUTION POLICY

8. When ADR is used in the formal complaint process according to Ringette Alberta's Discipline and Complaints Policy, should a negotiated decision be reached, the decision must be reported to Ringette Alberta which stores the record of the decision. Any actions or requirements that must be carried out or fulfilled under the negotiated decision must be carried out/fulfilled as directed by the decision and within any timelines specified by the decision. Procedural details are outlined in the Ringette Alberta *Discipline and Complaints Policy*.
9. Should a negotiated decision not be reached by the deadline specified by the mediator/facilitator at the start of the process, or if the parties to the dispute do not agree to ADR, the dispute will be considered under the appropriate section of Ringette Alberta's *Discipline and Complaints Policy* or *Appeal Policy*, or other policy as applicable.

Final and Binding

10. Any negotiated decision will be binding on the parties. Negotiated decisions may not be appealed.

This Policy is subject to review at least once every two years

Date of last review: August 25 2023

Previous date of last review: September 2019