



**Dispute Resolution Policy
for the British Columbia
Netball Association**

Adopted from the template prepared by Sport BC on behalf of its
member organizations July 2008 revised June 2021

DISPUTE RESOLUTION POLICY

1. Purpose

The purpose of this policy is to provide a procedure for effective dispute resolution within a reasonable time. It is intended that this policy will be used to resolve issues that are not covered by the Member Conduct Policy or any of the organization's other policies, including those relating to technical/funding/team selection/eligibility matters. This policy will also not apply to matters described in section 2.3 below.

2. Application

2.1 This Policy applies to all categories of members in BC Netball and all individuals participating in activities with or employed by BC Netball including without limitation, athletes, coaches, officials, volunteers, directors, officers, team managers, medical and other support personnel, administrators, staff, and contract personnel of BC Netball ("Members").

2.2 For the purposes of this policy, a dispute may occur:

- a) at sporting events, competitions, or training sessions.
- b) at the office.
- c) at office- or sport-related social functions.
- d) at BC Netball's business or sport functions, such as meetings, conferences, training sessions, and workshops.
- e) during work- or sport-related travel.
- f) via the telephone, electronic and/or other telecommunication devices; or
- g) elsewhere if the dispute arises because of work- or sport-related responsibilities or a work- or sport-related relationship.

2.3 This policy does not apply to matters that are:

- a) properly the subject of the Member Conduct Policy.
- b) properly the subject of policies relating to funding, technical matters, team selection or other eligibility criteria within the jurisdiction of BC Netball or another entity.
- c) doping offences, which are dealt with through the Canadian Anti-Doping Program.
- d) commercial matters for which another dispute resolution process exists under a contract or applicable law, including employment law.

3. Request for Review

3.1 A Complainant seeking resolution of a dispute under this policy shall provide a written Request for Review to an Official of BC Netball. An 'Official' is the Executive Director or the President of BC Netball or any person in a similar staff or volunteer position within BC Netball.

3.2 A Request for Review must be submitted by the Complainant within 30 days of the date of the matter giving rise to the dispute. If a Complainant wishes to submit a Request for Review beyond this time limit, it must be accompanied by a written request stating reasons for the extension. The decision to allow the extension of time shall be made by the Case Manager and shall be final.

4.1 Case Manager

4.1 Upon receipt of the Request for Review the President shall ask Sport BC to appoint a Case Manager.

4.2 The Case Manager shall (i) serve in an unbiased capacity; (ii) provide information about the resources and support available to the parties involved in the dispute; (iii) seek to facilitate an informal and/or formal resolution of the Request for Review; (iv) undertake such investigation as the Case Manager considers necessary in connection with the Request for Review; (v) make recommendations to the Board of Directors of BC Netball for resolution of the dispute and such further action as the Case Manager may consider necessary or desirable.

4.3 The Case Manager must not have any personal or professional involvement with either the Complainant or Respondent and no prior involvement with the matter under consideration.

5. Investigation and Report to the Board

5.1 Where the Case Manager is unable to informally resolve the dispute to the satisfaction of the parties, he/she shall undertake such further investigation as to the facts and circumstances of the dispute as he/she considers necessary and advisable.

5.2 Upon conclusion of the investigation, the Case Manager shall prepare a report to the Board of Directors of BC Netball and may recommend any measures considered appropriate, including disciplinary action, to resolve the dispute. A copy of the report shall be provided to the parties.

5.3 As soon as practicable after receipt and review of the report, the Board of Directors of BC Netball shall, in a timely manner, determine to take such action as it sees fit. A copy of such decision shall be provided within 7 days to the parties to the dispute, the Executive Director, and the Case Manager.

6. Appeals

Appeals of decisions rendered under this policy will be dealt with using the BC Netball Appeals Policy

