
Markham Soccer Club



Dispute and Complaint Resolution Policy

Effective Date: July 7, 2025

Introduction

Members of Markham Soccer Club (MSC) who have a serious issue are encouraged to first discuss it with club operations and/or lead technical staff (Club Executive Director and/or Technical Director), whose names and contact information are listed on the club website (www.markhamsoccer.org)

Exclusions from the Policy

The following matters are excluded from this policy:

- a) The Complaints and Dispute Resolution processes shall not be used for soccer game-related discipline. The normal discipline and appeals processes shall be followed.
- b) Complaints regarding breaches of the Privacy Policy which should be directed to info@markhamsoccer.org.
- c) Complaints regarding the normal administration of the Club, such as fee refunds, team placement, or scheduling, will be addressed and finally decided by MSC Senior Management staff.

Dispute Resolution Process

- Dispute resolution is defined as 'the process of resolving disputes between parties.'
- At MSC, disputes should first be addressed through informal discussion with club coaches and staff.
- Only if informal discussion is unsuccessful can a formal complaint be lodged with the Club.
- Further steps such as investigation by club officials, follow-up discussions, or provision of education/training may follow if informal resolution fails.

Corporate Dispute Resolution

Formal dispute resolution for matters of a 'corporate nature' may be addressed through the Ontario Soccer Dispute Resolution Policy, if not resolved through MSC's internal process. Examples include:

1. The calling and holding of general meetings
2. Presentation and approval of financial statements
3. Nomination and election of Directors and Officers
4. Removal of Directors and Officers
5. Acceptance, rejection, and removal of members
6. Board meetings and parliamentary procedures
7. Other similar governance-related matters

Ontario Soccer Dispute Resolution Forms are available at <https://www.ontariosoccer.net>. Requests may be submitted to appealcasemanager@ontariosoccer.net.

Complaints

For complaints regarding inappropriate behaviour in MSC-related activities not excluded from this policy, and which cannot be resolved by staff or if staff are not following MSC policy or laws:

- Complaints about a Director must be submitted in writing to the President at president@markhamsoccer.org or directly via the contact information available on the Club's website (www.markhamsoccer.org).
- If the subject is the President, the complaint should be sent to the Secretary via the contact information available on the Club's website (www.markhamsoccer.org).
- The Club will immediately report all complaints of sexual abuse or criminal activities to the police (with the consent of the complainant, where applicable)
- Complaints involving any MSC member, staff, volunteer, coach, player, or referee fall within this policy's scope.

Formalizing Complaints

1. Verbal complaints must be followed up in writing (email or letter) to be acted upon.
2. Complaints must be in written form before they can be formally addressed.
3. Written complaints must be signed and filed within thirty (30) days of the alleged incident. Anonymous complaints may be accepted upon the sole discretion of Markham Soccer Club Management Committee/ Board. A complainant wishing to file a complaint beyond the thirty (30) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside the thirty (30) days period will be at the sole discretion of the Markham Soccer Club Management Committee. This decision may not be appealed.
4. A Review Committee consisting of at least one Board member will review the complaint and determine a course of action within ten (10) business days.
5. If necessary, a Complaint Hearing will be scheduled within ten (10) business days of the review.

6. Hearings will involve three (3) people: at least one Board member (who was not part of the initial review), and preferably a certified Discipline Chair.
7. The individual(s) named in the complaint may be present at the hearing. Only those invited may participate.
8. Hearings may involve written or oral submissions, depending on the circumstances.
9. The Committee aims to communicate its decision within ten (10) business days of the hearing.
10. Penalties may include permanent suspension, temporary suspension, probation, reprimand, or mandatory training.
11. All decisions are final. The committee is not obligated to provide written reasons.
12. Anyone convicted of a criminal offence involving sexual or physical abuse shall be banned for life from MSC.