Schedule A – Proposed Bylaw Amendment

Bylaw 15 - Current

Part 15: Problems and Complaint Resolution

15.1 If any member, player, team, or team official, of the Society (each a "Complainant"), has a problem or complaint, they shall:

(a) first discuss the situation with the person the Complainant believes is causing the problem or complaint (e.g., coach, manager, etc.);

(b) if the problem or complaint cannot be resolved through discussions with the person believed to be causing the problem or complaint, discuss the problem with the League Manager(s); and

(c) if the League Manager(s) cannot resolve the situation to the satisfaction of the Complainant, discuss the problem with the President.

15.2 The President:

(a) will take any reasonable steps to come to a decision to resolve a Complainant's problem or complaint;

(b) may or may not discuss a Complainant's problem or complaint with the Board of Directors;

(c) will inform a Complainant of their decision, which will be final, by phone, in person, or by any other means, and will follow up in writing; and

(d) may or may not inform a Complainant about any available appeal process a Complainant may invoke to challenge the President's decision with respect to the Complainant's problem or complaint.

15.3 If a decision of the President does not satisfy a Complainant, the Complainant may appeal the decision of the President to the Board of Directors by:

(a) delivering a written request to the Board of Directors setting out any and all grounds for review within seven (7) days of the receipt of the written decision of the President (a "Request for Review"); and

(b) paying a one hundred dollar ($100.00) fee which will be refunded to the Complainant if the Board of Directors issues a decision that is substantively different than the decision of the President.

15.4 Upon receipt of a Request for Review, the Board of Directors, at the next meeting of the Board of Directors, shall:

(a) take any reasonable steps to come to a decision to resolve a Complainant's problem or complaint; and

(b) provide the Complainant with a written decision summarizing the decision of the Board of Directors.

Bylaw 15 – Proposed Amendment

Part 15: Problems and Complaint Resolution

15.1 If any member, player, team, or team official, of the Society (each a "Complainant"), has a problem or complaint, they shall:

(a) first discuss the situation with the person the Complainant believes is causing the problem or complaint (e.g., coach, manager, etc.);

(b) if the problem or complaint cannot be resolved through discussions with the person believed to be causing the problem or complaint, discuss the problem with the League Manager(s); and

(c) if the League Manager(s) cannot resolve the situation to the satisfaction of the Complainant, **an Arbiter will be assigned to address the situation. The arbiter is determined by the following order, as long as no conflict of interest is present:**

(i) The President;
(ii) The Vice-President;
(iii) A remaining Executive Director (Secretary or Treasurer); and,
(iv) An external Ombudsman assigned by the remaining Board of Directors.

15.2 The **Arbiter**:

(a) will take any reasonable steps to come to a decision to resolve a Complainant's problem or complaint, including any potential punishments that are deemed warranted;

(b) may or may not discuss a Complainant's problem or complaint with the Board of Directors **prior to making a decision, and shall inform the Board of Directors once a decision has been made**;

(c) will inform a Complainant of their decision, which will be final, by phone, in person, or by any other means, and will follow up in writing; and

(d) may or may not inform a Complainant about any available appeal process a Complainant may invoke to challenge the **Arbiter**'s decision with respect to the Complainant's problem or complaint.

15.3 If a decision of the **Arbiter** does not satisfy a Complainant, the Complainant may appeal the decision of the President to the Board of Directors by:

(a) delivering a written request to the Board of Directors setting out any and all grounds for review within seven (7) days of the receipt of the written decision of the **Arbiter** (a "Request for Review"); and

(b) paying a one hundred dollar ($100.00) fee which will be refunded to the Complainant if the Board of Directors issues a decision that is substantively different than the decision of the **Arbiter**.

15.4 Upon receipt of a Request for Review, the Board of Directors, at the next meeting of the Board of Directors, shall:

(a) take any reasonable steps to come to a decision to resolve a Complainant's problem or complaint; and

(b) provide the Complainant with a written decision summarizing the decision of the Board of Directors.