



# Dispute Resolution Policy

Date Approved	Date of Last Review	Date of Last Revision
August 20, 2020	August 20, 2020	January 2024

## Definitions

1. The following term has this meaning in this Policy:

a) *“Organizational Participant”* – Refers to all categories of individual members and/or registrants defined in the By-laws of Racquetball Ontario (the Organization), as well as all people employed by, contracted by, or engaged in activities with, the Organization including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, parents or guardians, spectators, committee members, and Directors and Officers.

## Purpose

- Racquetball Ontario supports the principles of Alternate Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes. Alternate Dispute Resolution also avoids the uncertainty, costs, and other negative effects associated with lengthy appeals or complaints, or with litigation.
- Racquetball Ontario encourages all Organizational Participants to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. Racquetball Ontario believes that negotiated settlements are usually preferable to outcomes resolved through other dispute resolution techniques. Negotiated resolutions to disputes with and among Organizational Participants are strongly encouraged.

## Application of this Policy

- This Policy applies to all Organizational Participants.
- Opportunities for Alternate Dispute Resolution may be pursued at any point in a dispute when all parties to the dispute agree that such a course of action would be mutually beneficial.

## Facilitation and Mediation

- If all parties to a dispute agree to Alternate Dispute Resolution, a mediator or facilitator, acceptable to all parties, or in absence of agreement of the parties in Racquetball Ontario’s sole discretion, shall be appointed to mediate or facilitate the dispute by Racquetball Ontario or designate.
- The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated and shall specify a deadline before which the parties must reach a negotiated decision.

8. Should a negotiated decision be reached, the decision shall be reported to, and approved by, Racquetball Ontario. Any actions that are to take place as a result of the decision shall be enacted on the timelines specified by the negotiated decision, pending Racquetball Ontario's approval.
9. Should a negotiated decision not be reached by the deadline specified by the mediator or facilitator at the start of the process, or if the parties to the dispute do not agree to Alternate Dispute Resolution, the dispute shall be considered under the appropriate section of Racquetball Ontario's *Discipline and Complaints Policy* or *Appeal Policy*, as applicable.

**Final and Binding**

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