



CRICKET ONTARIO

Dispute Resolution Policy

This policy governs complaints from Members, Players, Parents, Officials and other stakeholders representing Cricket Ontario and any aspect of its operations. The complainer will not be subject to any form of retaliation as a result of filing a complaint.

If the person participating or has participated in an approved program, is dissatisfied with its deployment and execution, or feels misled by the organization regarding any significant aspect of any program, he or she may file a complaint

1. The Complaint must be submitted in writing with full disclosure of complainer's personal name, address and contact information as well as all other pertinent and supporting documentation of the reasons substantiating the claim. This may include letters from witnesses, related documentation, etc. as well as any history of misconduct that may be included if deemed relevant.
2. The report should clearly indicate the aspect of the conduct, subject of disagreement which the complainer believes has been violated, and the nature of that violation.
3. The person must provide the written complaint to the **Secretary** who is responsible for making determinations in respect of the complaints. If the **Secretary** is absent or is named in a complaint, the complainer must provide the complaint to the **President**.

Following the submission of documentation

The President will construct an Investigative Panel consist of the Vice President as a chair, Secretary and 2 other members. If the appointed person is in conflict of interest position, he/she shall be replaced on the panel.

The hearing procedure will be as followed:

- a) The person making the complaint may be represented by an agent
- b) The Chair of the panel will designate someone to take detailed minutes of the hearing.
- c) Robert's Rules of order will be followed by the chair through the proceedings hearing called to order by chair
- d) Introductions of participants
- e) Opening statements by the complainant(s)
- f) Witness statements on behalf of the complainant(s)
- g) Opening statements by the respondent(s)
- h) Witness statements on behalf of the respondent(s)



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- i) Rebuttal witnesses for the complainant(s), followed by rebuttal witnesses for the respondent(s)
- j) Closing arguments for each side with the complainant(s) first followed by the respondents
- k) The Panel will adjourn the hearing and take the evidence of the proceedings into account to formulate a decision.

Decision

- The minutes of the meeting and evidence provided by all parties must be included in the decision making process along with clearly identified findings and conclusions for the outcome referenced from the notes of the proceedings.
- The decision will be formally communicated to all parties via written report of the decision within 7 days of the date of the hearing.
- This decision will be considered final and binding.

RIGHT TO APPEAL

1. A Member has the right to appeal any disciplinary action brought against them by submitting an Appeal in writing within 15 days to the Secretary.
2. Upon notice of an appeal the Cricket Ontario secretary will communicate with the Executive Board to schedule a formal appeal hearing.
3. A chair and 2 other members will be appointed by the Cricket Ontario President
4. All documentation regarding the initial hearing will be provided to the chair for the use of all parties during the appeal.
5. Hearing process as described above will be followed;
6. The decision of the Appeal committee will be final and binding