



## Dispute, Discipline & Appeals Policy

Surrey United Soccer Club (the “Club”) will refer all complaints, discipline and dispute matters in the manner set forth herein. All matters brought forward under this policy are confidential and will be reviewed or heard as appropriate and necessary to comply with policies and procedures of Surrey United Soccer Club and its governing bodies as may be appropriate for the matter under review.

### Discipline Matters

Surrey United is committed to member and volunteer growth through dispute resolution and club discussions with appropriate club leaders as a first step when concerns arise. The general premise is we all make mistakes and can learn from them. The Club will discuss issues and complaints, poor behaviour or other issues with the parties involved in a variety of ways (phone, online meeting, in person meeting, email) which can result in a variety of outcomes, including but not limited to elevation of issue to the Discipline and Dispute Committee, removal from a team roster, short or long-term suspension, elevation to BC Soccer or CSA, or, in extreme cases, removal from the Club as permitted within the Club’s Bylaws.

For situations elevated for a Discipline Committee Hearing, all those involved will be given at least 48 hours notice for this hearing to prepare. There is zero tolerance for abuse towards opponents, referees, players or SUSC staff and these matters will be handled as the severity of the situation requires.

### Appeals

To submit an appeal, the appellant must apply in writing to the Risk Manager within ten (10) business days after the receipt of the decision being appealed.

### Questions

Questions about this policy may be directed to the Risk Manager: [riskmanagement@surreyunitedsoccer.com](mailto:riskmanagement@surreyunitedsoccer.com).

The written application to appeal must contain:

- Decision being appealed;
- Reason for Appeal;
- Statement of facts with supporting evidence;
- Rule or regulation that has been contravened;
- Remedy sought;
- The appeal fee of \$500.00 (incl. gst).

The Appeals Committee will only review appeals made on the basis that a rule in the discipline hearing and final decision of the Dispute and Discipline Committee was breached or disregarded.

The Appeal Committee may uphold or dismiss the appeal, modify the decision, or refer the appeal to the BC Soccer Association, South Fraser District, or Canada Soccer.

### Codes of Conduct & Ethics Matters

For discipline issues that are not game-related, are internal, such as codes of conduct or ethical violations, the matter must be communicated directly to the Surrey United Risk Manager and the matter will be handled by the Risk & Governance Committee who will compose a panel appropriate for the review and complexity of the allegation, who will be independent of the Board of Directors.