3136 Dundas Street West
Toronto, ON
M6P 2A1
www.thpfc.ca

# THPFC Dispute & Complaints Policy

**Applies To:** *All Toronto High Park FC members, players, parents/guardians/caregivers, coaches, volunteers, Board and committee members, staff, contractors, and others participating in or acting on behalf of the Club. This policy applies to Toronto High Park FC governance, operations, programs, activities, decisions, and the interpretation and enforcement of Club governing documents and applicable soccer regulations and legislation.*

**Toronto High Park FC – Dispute & Complaints Policy**

Members of the club who have a serious issue are encouraged to discuss it first with club operations and/or technical staff, whose names and email addresses are listed on the club website: https://thpfc.ca/staff/

Exclusions from the Policy

The following matters are excluded from this policy:

- The Complaints and Dispute Resolution processes shall not be used for soccer game
- related discipline. The normal discipline and appeals processes shall be followed.
- Complaints regarding breaches of the Privacy Policy are to be directed to info@thpfc.ca Complaints regarding the normal administration of the Club, such as: fee refunds; teaming requests; placement of players on teams; etc. will be addressed and finally decided by Club Senior Management staff.
- THPFC Staff discipline via the THPFC Progressive Discipline Policy

Dispute Resolution Process

Dispute resolution is defined as “the process of resolving disputes between parties”. In the case of Toronto High Park FC, disputes are firstly brought to the attention of the club by way of informal discussions. Only if good faith informal discussions are not successful can a formal complaint be lodged with the Club.

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Resolution is most often achieved following informal discussion. Only if that fails will further steps, such as investigation by club officials; follow-up discussions; provision of education/training be considered.

Corporate Dispute Resolution

Formal dispute resolution for matters of "a corporate nature" (as shown below), may be addressed through the Ontario Soccer Dispute Resolution Policy, if the steps indicated above are not successful:

- The calling and holding of general meetings
- The presentation and approval of financial statements
- The nomination and election of Directors and Officers
- The removal of Directors and Officers
- The acceptance, rejection and removal of members
- The calling and holding of Board meetings
- Breaches of parliamentary procedure
- Other matters of a similar corporate or governance nature

Complaints

For complaints or reports of inappropriate behavior pertaining to THPFC soccer related activities that are not excluded from this policy and which cannot be resolved by staff, or members believe that staff is not following club policy or applicable laws, the following process applies:

- If a member of the Club wishes to make a Complaint about a Director, they may do so, in writing.
- Any such complaint is to be directed to the President of the Club at president@thpfc.ca
- If the subject of the Complaint is the President of the Board, the complaint may be submitted to the Vice President of the Board at vpfootball@thpfc.ca

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- The Club will immediately report all complaints of sexual abuse to the police (with the consent of an individual alleging abuse).
- The club will immediately report criminal activities to the police without a written complaint.
- Complaints regarding club members, staff, volunteers, coaches, players, referees, etc also fall within the scope of this policy.

Formalizing Complaints (Steps)

1. Any Complaint can be communicated verbally, initially, to a club official or employee but must be followed up in writing (letter and/or email) in order to be acted upon.
2. The Dispute Resolution Request Form can be found on the THPFC website under section “Forms & Policies” at https://thpfc.ca/forms-and-policies/
3. All Complaints to the club must be in written form before a Complaint is dealt with.
4. Once a written Complaint has been filed with the club, a Review Committee consisting of one Board member will review the Complaint and determine a course of action. This review will be conducted within ten (10) business days of receipt/filing of the Complaint.
5. If necessary, the Board member reviewing the Complaint will schedule a Complaint Hearing within ten (10) business days of finalizing the review of the Complaint. Notice will be provided to the individual(s) who are the subject of the Complaint and requested to appear at the Complaint Hearing.Toronto High Park FC
6. Hearings shall be conducted by three (3) persons, at least one of whom shall be a Board member (members who were NOT part of the initial Review wherever possible), at least one of whom is to be a certified Discipline Chair, if possible.
7. The individual(s) named on the complaint is/are entitled to be present at the hearing. Only individuals called by the committee shall be allowed to attend and participate in a hearing.

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8. Hearings can take place by way of written submissions or oral submissions and with differing degrees of formality and complexity. The main consideration will be to arrive at a decision which, among other considerations, allows the affected individual(s) to adequately answer the case against them given the circumstances of the complaint and the nature of the matter being considered.

9. The goal of the committee is to communicate its decision within ten (10) business days of the Complaint Hearing.

10. Penalties can range through a permanent suspension from the club, suspension for a specified period of time, a probationary period where the individual is allowed to continue with the club, a reprimand to a requirement that a person undertake training.

11. All committee decisions are final, and the issuing of “Reasons for Decision”, along with the decision is not mandatory.

12. Any individual who is convicted of a criminal offense resulting from sexual or physical abuse shall be banned for life from the club.

Ontario Soccer Dispute Resolution

The purpose of Ontario Soccer’s Dispute Resolution Policy and Procedures is to resolve disputes of a ‘corporate’ nature between and/or among Ontario Soccer, District Associations, Clubs, Leagues and Registrants and in the case of denial of membership, Non-Registrants, using techniques of Alternate Dispute Resolution.

The Ontario Soccer Dispute Resolution Form can be found on the Ontario Soccer website - https://www.ontariosoccer.net/FORMS

Requests for Dispute Resolution can be emailed to Ontario Soccer at appealcasemanager@ontariosoccer.net

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