

 CURLING ONTARIO	<p>Policy Name: Dispute Resolution</p> <p>Policy Number: PSO-011</p> <p>Date Approved: May 7, 2025</p> <p>Next Review Date: April 2026</p>
--	--

DEFINITIONS

1. The following term has this meaning in this Policy:
 - a) *"Individuals"* – All individuals employed by, or engaged in activities with Curling Ontario including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, and Board of Directors and Officers of Curling Ontario.
 - b) *"Case Manager"* – An independent third-party individual or organization appointed by Curling Ontario to administer certain complaints under the *Discipline and Complaints Policy*.

PURPOSE

2. Curling 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.
3. Curling Ontario encourages all Individuals to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. Curling Ontario believes that negotiated settlements are usually preferable to outcomes resolved through other dispute resolution techniques. Negotiated resolutions to disputes with and among Individuals are strongly encouraged.

APPLICATION OF THIS POLICY

4. This Policy applies to all Individuals.
5. 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

6. The dispute will first be referred to the Case Manager for review, with the objective of resolving the dispute via Alternate Dispute Resolution and/or mediation.
7. If all parties to a dispute agree to Alternate Dispute Resolution or mediation, the Case Manager may refer the alternate dispute resolution process to a resolution facilitator from an Approved List provided by Curling Ontario.
8. If all parties to a dispute agree to Alternate Dispute Resolution, a mediator or facilitator, acceptable to all parties, shall be appointed to mediate or facilitate the dispute.
9. 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.
10. Should a negotiated decision be reached, the decision shall be reported to, and approved by, the Case Manager and Curling 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 Curling Ontario's approval.
11. 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 Curling Ontario's *Discipline and Complaints Policy* or *Appeals Policy*, as applicable.

FINAL AND BINDING

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

FEES

13. It is understood that if Alternate Dispute Resolution is used after all internal avenues of decision making, negotiation, facilitation, mediation, and/or appeals have been exhausted, any cost for these services will be evenly split between each party associated with that mediation.