



Dispute & Complaints Resolution Policy

Members of the club who have a serious issue are encouraged to discuss it first with Milton Youth Soccer Club (“**Milton Magic FC**”) operations and/or technical staff at info@miltonmagic.com

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. 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 the Executive Board.

Dispute Resolution Process

- Dispute resolution is defined as “the process of resolving disputes between parties”.
- In the case of Milton Magic 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.
- 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 ‘corporate nature’ may be addressed through the Ontario Soccer Dispute Resolution Policy, if not resolved through Milton Magic FC’s internal process.

Examples include:

- The calling and holding of general meetings
- Presentation and approval of financial statements
- Nomination and election of Directors and Officers
- Removal of Directors and Officers
- Acceptance, rejections, and removal of members
- Board meetings and parliamentary procedures
- Other similar governance-related matters



Ontario Soccer Dispute Resolutions forms are available at [here](#). Requests may be submitted to appealcasemanager@ontariosoccer.net.

Complaints

For complaints or reports of inappropriate behavior pertaining to Milton Magic FC soccer related activities that are not excluded from this policy, and which cannot be resolved by staff, or if staff are not following Milton Magic FC or laws:

- Complaints about a Director, they may do so, in writing. Any such complaint is to be directed to the President at president@miltonmagic.com.
- If the subject of the Complaint is the President of the Board, the complaint may be submitted to the Vice President of the Board (Gina Alfieri) at gina_alfieri@miltonmagic.com
- 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

Verbal complaints must be followed up in writing (email or letter) to be acted upon.

Complaints must be in written form before they can be formally addressed.

Written complaints must be signed and filed within thirty (30) days of the alleged incident.

Anonymous complaints may be accepted upon the sole discretion of Milton Magic FC Board of Directors. A complainant wishing to file a complaint beyond the thirty (30) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside of the thirty (30) day period will be at the sole discretion of the Milton Magic FC Board. This decision may not be appealed.

A Review Committee consisting of at least one Board member will review the complaint and determine a course of action within ten (10) business days.

If necessary, a Complaint Hearing will be scheduled within ten(10) business days of the review.

Hearings will involve three (3) people; at least one (1) Board member (who was not part of the initial review) and preferably a certified Discipline Chair.



**MILTON
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905-875-4072
info@miltonmagic.com
342 Bronte St. S, Unit #14 Milton, ON L9T 5B7

The individual (s) named in the complaint may be present at the hearing. Only those invited may participate.

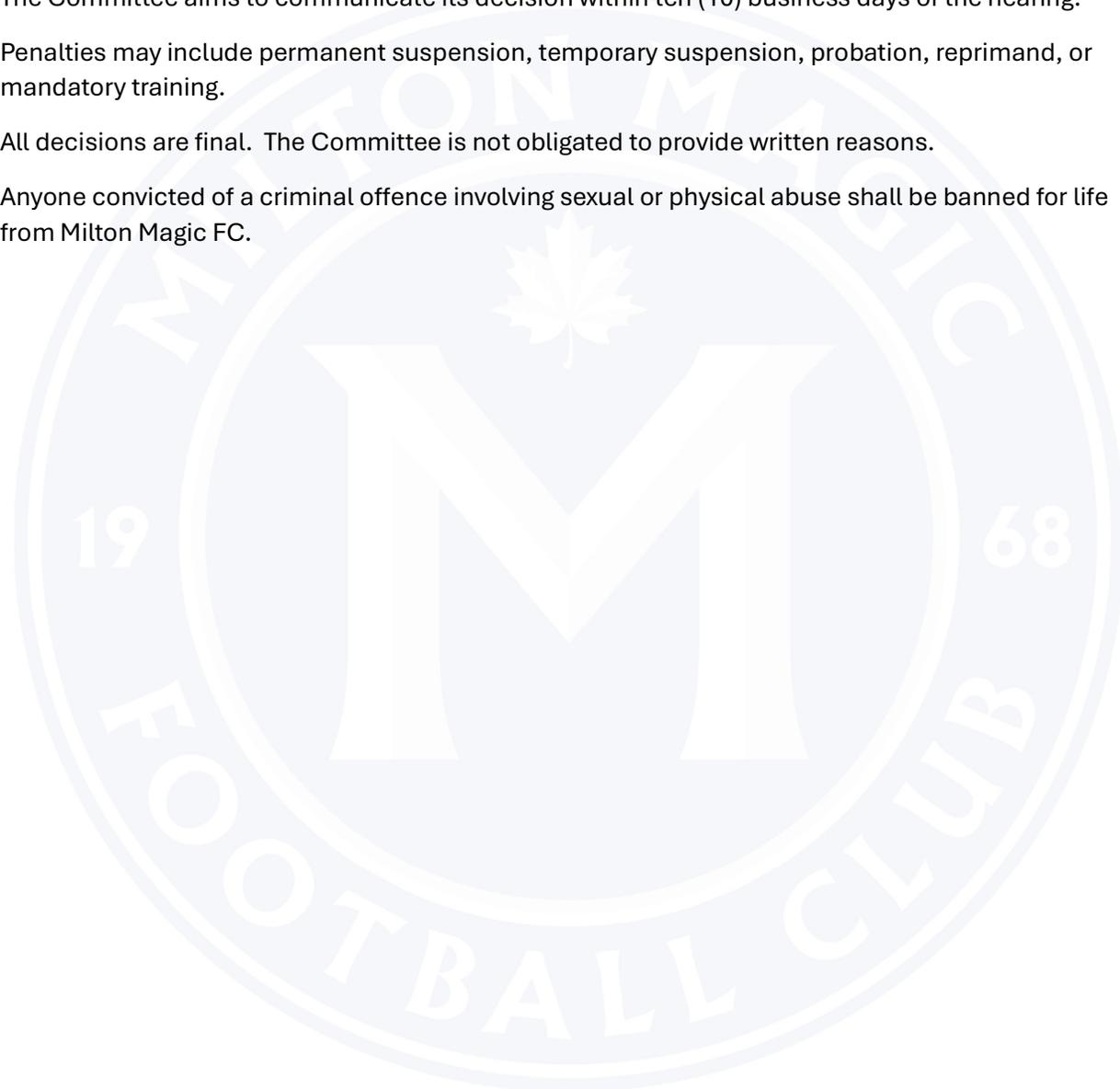
Hearings may involve written or oral submissions, depending on the circumstances.

The Committee aims to communicate its decision within ten (10) business days of the hearing.

Penalties may include permanent suspension, temporary suspension, probation, reprimand, or mandatory training.

All decisions are final. The Committee is not obligated to provide written reasons.

Anyone convicted of a criminal offence involving sexual or physical abuse shall be banned for life from Milton Magic FC.



APPROVED on February 17, 2026