



Dispute Resolution

The Heavens Eleven Football Club (HEFC) agrees to abide by the OS published and approved [Dispute Resolution Policy](#) and [Ontario Soccer Dispute Resolution Form](#) as an alternative to litigation. In accordance with Section 11 of the HEFC Constitution, any member may initiate the Dispute Resolution process by communicating in writing with the OS. However, the OS will only review disputes of a corporate or governance nature such as the calling and holding of general or board meetings, removal of members or election of Officers or Directors.

OS and HEFC would appreciate the opportunity to resolve all disputes. In this regard

Parties with concerns should follow the following procedures:

1. Allow 24 hours cooling off period before taking any action.
2. First approach is the Director with direct responsibility for the program in which the concern arose i.e. Junior Club Director, (Michael Buabeng) Director.
3. If the Operational Director has not resolved the concern satisfactorily, contact the HEFC President who will advise on further or final actions that will be taken.

Note: The Dispute Resolution process shall not be used for game discipline. Normal discipline and appeals process must be used.