

Dispute Resolution and Appeal Policy

May 2023 Edition



Definitions

1. The following terms have these meanings in this Policy:
 - a) **“Affected Party”** – an Individual who may be adversely affected by a decision that is appealed pursuant to this Policy. An Affected Party shall either be accepted as such by the Parties or by the Appeal Manager.
 - b) **“Appellant”** – The Party appealing a decision
 - c) **“Appeal Manager”** – The dedicated independent person(s) appointed on an annual basis by the Director of Operations to oversee the application of this Policy and to fulfill the responsibilities described herein. The Appeal Manager must not be an “Individual” as defined under 1g) and must not be in a conflict of interest or have any direct relationship with the Parties involved with any appeal case.”
 - d) **“Athlete”** – An individual who is an Athlete Participant in NA who is subject to the policies of NA and to the Code of Conduct and Ethics.
 - e) **“Participants”** – Refers to all categories of individual members and/or registrants defined in the [bylaws](#) of NA who are subject to the policies of NA, as well as all people employed by, contracted by, or engaged in activities with, NA including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
 - f) **“Parties”** – The Parties are the Appellant, Respondent, and any Affected Party.
 - g) **“Respondent”** – The body whose decision is being appealed.
 - h) **“Individuals”** – includes NA’s Members and Registrants, as well as, to the extent not already considered a Member or Registrant, all other Individuals engaged in activities with NA, including, but not limited to athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, Directors and Officers of NA, spectators at events, and parents/guardians of athletes

Purpose

2. This *Appeal Policy* provides Participants with a fair and expedient appeal process.

Scope and Application of this Policy

3. This Policy applies to all Participants.
4. Any Participant who is directly affected by a decision made by NA shall have the right to appeal that decision, if there are sufficient grounds for the appeal under the **Grounds for Appeal** section of this Policy.
5. This Policy **will apply** to decisions relating to:

- a) Eligibility
- b) Selection
- c) Conflict of Interest
- d) Discipline
- e) Membership

6. This Policy will not apply to decisions relating to:

- a) Employment
- b) Infractions for doping offenses
- c) The rules of the sport
- d) Selection criteria, quotas, policies, and procedures established by entities other than NA
- e) Substance, content and establishment of team selection or carding criteria
- f) Volunteer/coach appointments and the withdrawal or termination of those appointments
- g) Budgeting and budget implementation
- h) The organization's operational structure and committee appointments
- i) Decisions or discipline arising within the business, activities, or events organized by entities other than NA (appeals of these decisions shall be dealt with pursuant to the policies of those other entities unless requested and accepted by the organization at its sole discretion)
- j) Commercial matters for which another appeals process exists under a contract or applicable law
- k) Decisions made under this Policy

Timing of Appeal

7. Participants who wish to appeal a decision have seven (7) days from the date on which they received notice of the decision to submit the following:

- a) Notice of the intention to appeal
- b) Their contact information
- c) Name and contact information of the Respondent and any Affected Parties, when known to the Appellant
- d) Date the Appellant was advised of the decision being appealed
- e) A copy of the decision being appealed, or description of decision if written document is not available
- f) Grounds for the appeal
- g) Detailed reasons for the appeal
- h) All evidence that supports these grounds
- i) Requested remedy or remedies

8. A Participant who wishes to initiate an appeal beyond the seven (7) day period must provide a written request stating the reasons for an exemption. The decision to allow, or not allow an appeal outside of the seven (7) day period will be at the sole discretion of the Appeal Manager and may not be appealed.

Submitting an Appeal

9. Appeals of decisions made by a Club can be submitted to the Club to be heard pursuant to this Policy, adapted by the Club as required. Alternatively, NA may hear appeals of Club decisions at its discretion.
10. Appeals of decisions made by NA can be submitted to NA to be addressed pursuant to this Policy.

Grounds for Appeal

11. A decision cannot be appealed on its merits alone. An appeal may only be heard if there are sufficient grounds for appeal. Sufficient grounds include the Respondent:
 - a) Decided that it did not have the authority or jurisdiction (as set out in the Respondent's governing documents) to make
 - b) Failed to follow its own procedures (as set out in the Respondent's governing documents)
 - c) Made a decision that was influenced by bias (where bias is defined as a lack of neutrality to such an extent that the decision-maker appears not to have considered other views)
 - d) Made a decision that was patently unreasonable

Screening of Appeal

12. The parties may first attempt to resolve the appeal through the Alternative Dispute Resolution Policy.
13. Appeals resolved under the Alternative Dispute Resolution Policy will result in any administration fees being refunded to the Appellant.
14. Should the appeal not be resolved by using the *Alternative Dispute Resolution Policy*, NA will appoint an independent Appeal Manager (who must not be in a conflict of interest or have any direct relationship with the parties) who has the following responsibilities:
 - a) To determine if the appeal falls under the scope of this Policy
 - b) To determine if the appeal was submitted in a timely manner
 - c) To decide whether there are sufficient grounds for the appeal
15. If the Appeal Manager denies the appeal based on insufficient grounds, because it was not submitted in a timely manner, or because it did not fall under the scope of this Policy, the Appellant will be notified, in writing, of the reasons for this decision. This decision may not be appealed.
16. If the Appeal Manager is satisfied there are sufficient grounds for an appeal, the Appeal Manager will appoint an Appeal Panel which shall consist of a single Arbitrator, to hear the appeal. In extraordinary circumstances, and at the discretion of the Appeal Manager, an Appeal Panel composed of three persons may be appointed to hear the appeal. In this event, the Appeal Manager will appoint one of the Panel's members to serve as the Chair.

Determination of Affected Parties

17. The Appeal Manager shall notify the Parties that the appeal will be heard. The Appeal Manager shall then decide the format under which the appeal will be heard. This decision is at the sole discretion of the Appeal Manager and may not be appealed.
18. If a party chooses not to participate in the hearing, the hearing will proceed in any event.
19. The format of the hearing may involve an oral in-person hearing, an oral hearing by telephone or other electronic means, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Appeal Manager and the Panel deem appropriate in the circumstances. The following guidelines will apply to the hearing:
 - a) The hearing will be held within a timeline determined by the Appeal Manager
 - b) The Parties will be given reasonable notice of the day, time and place of an oral in-person hearing or oral hearing by telephone or electronic communications.
 - c) Copies of any written documents which any of the Parties wishes to have the Panel consider will be provided to all Parties in advance of the hearing
 - d) The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense
 - e) The Panel may request that any other individual participate and give evidence at an oral in person hearing or oral hearing by telephone or electronic communications.
 - f) The Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the appeal, but may exclude such evidence that is unduly repetitious and shall place such weight on the evidence as it deems appropriate
20. In fulfilling its duties, the Panel may obtain independent advice.

Appeal Decision

21. The Appellant must demonstrate, on a balance of probabilities, that the Respondent has made a procedural error as described in the **Grounds for Appeal** section of this Policy and that this error had, or may reasonably have had, a material effect on the decision or decision-maker.
22. The Panel shall issue its decision, in writing and with reasons, within seven (7) days after the hearing's conclusion. In making its decision, the Panel will have no greater authority than that of the original decision-maker. The Panel may decide to:
 - a) Reject the appeal and confirm the decision being appealed;

b) Uphold the appeal and refer the matter back to the initial decision-maker for a new decision; or

c) Uphold the appeal and vary the decision.

23. The Panel will also determine whether costs of the appeal, excluding legal fees and legal disbursements of any parties, will be assessed against any party. In assessing costs, the Panel will consider the outcome of the appeal, the conduct of the parties, and the parties' respective financial resources.

24. The Panel's written decision, with reasons, will be distributed to all parties, the Appeal Manager, and NA. In extraordinary circumstances, the Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued thereafter. The decision will be considered a matter of public record unless decided otherwise by the Panel.

Timelines

25. If the circumstances of the appeal are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the appeal, the Appeal Manager and/or Panel may direct that these timelines be revised.

Confidentiality

26. The appeals process is confidential and involves only the parties, the Appeal Manager, the Panel, and any independent advisors to the Panel. Once initiated and until a decision is released, none of the Parties will disclose confidential information to any person not involved in the proceedings.

Final and Binding

27. No action or legal proceeding will be commenced against NA or Participants in respect of a dispute, unless NA has refused or failed to provide or abide by the dispute resolution process and/or appeal process as set out in governing documents.