DISPUTE RESOLUTION POLICY

Purpose

1. Golf Ontario supports the principles of Alternative Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes. ADR also avoids the uncertainty, costs, and other negative effects associated with lengthy appeals or complaints, or with litigation.

2. Golf Ontario encourages all Participants to communicate openly, and to collaborate and use problem-solving and negotiation techniques to resolve their differences. Golf Ontario believes that negotiated settlements are most often preferable to arbitrated outcomes. Negotiated resolutions to disputes with and among Participants are strongly encouraged.

Definitions

In this Policy the following terms have the following meanings:

3. **ADR**: Alternative Dispute Resolution.

4. **Participants**: refers to all categories of individual members and/or registrants defined in the by-laws of Golf Ontario who are subject to the policies of Golf Ontario, as well as all persons employed by, contracted by, or engaged in activities with Golf Ontario including, but not limited to, employees, contractors, athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents/guardians, spectators, and Golf Ontario directors and officers.

Application of this Policy

5. This Policy applies to all Participants.

6. Opportunities for ADR 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

7. If all parties to a dispute agree to ADR, a mediator or facilitator, acceptable to all parties, shall be appointed to mediate or facilitate the dispute.

8. Unless Golf Ontario expressly agrees in writing, Golf Ontario shall not bear or be responsible to pay any cost in relation to ADR or the implementation of this Policy (including without limitation the appointment of a mediator or facilitator as contemplated in section 8 (above) and/or the enactment by Golf Ontario of any action or actions of the type referred to in section 10 (below)).

9. The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated and may, if they consider it appropriate, specify a deadline before which the parties must reach a negotiated decision.

10. Should a negotiated settlement be reached, the settlement shall be reported to Golf Ontario. Any action or actions that is or are to take place by Golf Ontario because of the decision shall be enacted on the timelines specified by the negotiated decision, subject to Golf Ontario providing its written per-approval to the enactment of any such action or actions (which pre-approval may be granted or withheld by Golf Ontario in its sole discretion).

11. Should a negotiated settlement not be reached by the deadline specified by the mediator or facilitator at the start of the process (if set), or if the parties to the dispute do not agree to ADR, the dispute may, if and as appropriate, be considered under the appropriate section of the Golf Ontario *Complaints and Discipline Policy and Procedure*.

Final and Binding

12. Any negotiated settlement will be binding on the parties. Negotiated settlements may not be appealed.