



## **Vancouver United FC's Governance Policies**

### **Role of the VUFC Board of Directors**

The board's key governing roles include:

1. Setting strategy and vision, and evaluating progress towards strategic outcomes;
2. Making high-level policy regarding board organization, oversight of senior management, ethical compliance, board recruitment and development, and succession planning;
3. Ensuring that the Club has capable management;
4. Defining potential conflicts of interest and attempting to ensure they are averted
5. Ensuring that the Club has sufficient financial resources to adequately finance its operational and capital requirements;
6. Ensuring that all legal and financial obligations are being met;
7. Anticipating, mitigating and managing risks to the Club;
8. Representing the Club to key stakeholders.

The Board does not involve itself in operational matters. Club staff are responsible for the day to day management of the Club's on field and off field business and operational delivery and do so within an annual budget approved by the Board.

Through its Executive Committee, the Board hires, regularly meets with, supports, advises and evaluates the performance of the Club's Executive Director. The Executive Director in turn is responsible for hiring, managing, evaluating and replacing the Club's Director of Operations and Technical Director.

### **Discipline, Appeals and Dispute Resolution**

#### **Discipline**

Discipline issues related to coaches, players and parents at games is handled either by the league or, for more serious cases, by BC Soccer.

For discipline issues that are not game-related, and are instead an internal issue, the following process should be used for those wishing to issue a complaint against a player, team official, parent, staff member, volunteer or anyone else aligned with the Club. For situations that require a Discipline Hearing, all those involved will be given at least 48 hours notice. The committee will comprise three people, none of whom have children in the same age group or have professional or personal ties to the people being asked to come to the Discipline Hearing.

For complaints involving:

### **Players**

The first point of contact should be the player's coach. This should be done calmly and at least 24 hours after the incident in question. If there is no resolution with the coach, the complainant can go to the Club's Technical Director. The Technical Director will then discuss the issue with those who are relevant to get different viewpoints and advise the Director of Operations of the issue. The Technical Director and Director of Operations will then decide whether to use an ad hoc Discipline Committee comprised of neutral members that have no relationship with those involved and are not Board members or to refer the issue back to the Technical Director to handle.

### **Team officials or other volunteers**

The first point of contact should be the Technical Director. This should be done calmly and at least 24 hours after the incident in question. The Technical Director will then discuss the issue with those who are relevant to get different viewpoints and advise the Board of the issue. The Board will then decide whether to use an ad hoc Discipline Committee comprised of neutral members that have no relationship with those involved and are not Board members or to refer the issue back to the Technical Director to handle.

### **Parents**

The first point of contact should be the player's coach. This should be done calmly and at least 24 hours after the incident in question. If there is no resolution with the coach, the complainant can go to the Club's Technical Director. The Technical Director will then discuss the issue with those who are relevant to get different viewpoints and advise the Director of Operations of the issue. The Technical Director and Director of Operations will then decide whether to use an ad hoc Discipline Committee comprised of neutral members that have no relationship with those involved and are not Board members or to refer the issue back to the Technical Director to handle.

### **Staff members**

The first point of contact should be the Executive Director. If the concern involves the Executive Director, the first contact should be the Board's Risk Management Officer. This should be done calmly and at least 24 hours after the incident in question and can be in writing or on the phone. The Executive Director will then discuss the issue with those who are relevant to get different viewpoints and then form an ad hoc Discipline Committee comprised of non-Board members that have no relationship with those involved. If the issue involves the Executive Director, the Risk Management Officer will discuss the issue with those who are relevant to get different viewpoints and then form an ad hoc Discipline Committee comprised of non-Board members that have no relationship with those involved.

### **Anyone else aligned with the Club**

The first point of contact should be the Club's Executive Director. This should be done calmly and at least 24 hours after the incident in question. The Executive Director will advise, depending on who the complainant is reporting and what the issue is, on what the process should be.

### **Appeals**

Appeals should be addressed to the Executive Director by email unless the complaint involved the Executive Director. In that case the appeal should be emailed to the Risk Management Officer. There is no fee to appeal an internal disciplinary decision but appeal must be received with 72 hours of the determination being sent in regards to a disciplinary decision.

If necessary the Executive Director or Risk Management Officer will convene an appeals committee comprised of people with no ties to the Club to hear the appeal.

**Dispute Resolution**

If issues arise that require a dispute resolution process rather than a Discipline process, the parties seeking the dispute resolution should contact either the Executive Director or the Technical Director, whichever one they feel is more appropriate. A process will then be set in consultation with the parties requesting dispute resolution.