

THE RIDGE COMMUNITY LEAGUE BYLAWS

Article 1: Name

The legal name of the organization will be “The Ridge Community League,” hereinafter referred to as “The Ridge” or “the League or “TRCL”.

Article 2: Boundaries

The Ridge will be bounded on the north by Rabbit Hill Road, on the south by Anthony Henday Drive, on the east by Terwillegar Drive, and on the west by the North Saskatchewan River.

Article 3: Definitions

Board of Directors: Will consist of the elected officers and directors as specified in these bylaws.

Bylaws: Refers to these bylaws, as amended from time to time.

Executive Committee: Will consist of the officers of the League being the President, Past-President (for a term of one year only), Vice President, Secretary and Treasurer.

Special Resolution: A resolution passed at any general meeting or special meeting of which not less than 21 days’ notice specifying the intention to propose the resolution has been duly given, and by the vote of not less than 75% of those members who, if entitled to do so, vote in person or by proxy. Special resolution also means a resolution proposed and passed as a special resolution at a general meeting or special meeting of which less than 21 days’ notice has been given, if all the members entitled to attend and vote at the general meeting or special meeting so agree. A special resolution also means a resolution consented to in writing by all the members who would have been entitled at a general meeting or special meeting to vote on the resolution in person, or, where proxies are permitted, by proxy. A special resolution will be required for any revisions to the League bylaws or objects, dissolution, or issuing debentures, or other major issues as specified in these bylaws or at the discretion of the Board of Directors.

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Article 4: Membership

- 4.1 The Membership of The Ridge is available to those interested in participating in or furthering the League's purpose.
- 4.1.1 Voting members include any adult who has paid any applicable membership fee of the League within the current membership year, who lives within the boundary defined in Article 2, AND who has submitted a completed "Member Registration Form". There will be the following categories of membership:
- 4.1.2 **Family** (any group residing in one household acting as a family unit) with a maximum of two votes per household,
- 4.1.3 **Adult Household** (any couple residing in one household with no children) with two votes per household
- 4.1.3a **Senior Household** (any couple residing in one household where one of the persons is age 65 or older) with two votes per household
- 4.1.4 **Single Household** (any adult over the age of majority) with one vote per household
- 4.1.4a **Senior Single Household** (any person age 65 or older) with one vote per household
- 4.1.5 **Honorary Life Membership** may be granted to individuals who have contributed to the organization in an outstanding way. Individuals may be nominated for honorary membership by Special Resolution at any general meeting. Honorary memberships have all the same rights, privileges, and obligations as other memberships, but do not expire with time.
- 4.1.6 **Associate Memberships** may be granted to any business, institution or organization who has submitted a completed Member Registration Form, and paid the required membership fee to the League Board of Directors. Associate members are non-voting members.
- 4.1.7 **Affiliate members** may be granted to any non-resident person who wishes to support the League, has submitted a completed Member Registration Form, and paid the required membership fee to the League Board of Directors. Individuals must have a membership in their own league, when one exists, before purchasing an affiliate membership. Affiliate members are non-voting members.
- 4.2 A member of the League is entitled to participate in all the League programs, receive notice of general meetings of the League; and voting members are entitled to vote at all general meetings and to attend Board of Directors' meetings as observers.

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4.3 Membership fees will be determined each year by the board.

4.3.1 The membership year will match the membership year as set out by The Edmonton Federation of Community Leagues (EFCL).

4.4 Withdrawal from membership: Membership may be withdrawn by the member submitting a request in writing to the Board of Directors, by non-payment of annual fees or by moving out of the defined boundaries of the League.

4.5 Member Not In Good Standing: The Board of Directors may declare a member Not in Good Standing for one or more of the following reasons:

- If the member has failed to pay membership fees or other required fees
- If the member has failed to abide by the bylaws
- If the member has failed to abide by the League's code of conduct
- If the member has disrupted meetings or functions of the League
- If the member has done or failed to do something judged to be harmful to the League or its purposes

4.5.1 Members Not in Good Standing are not entitled to vote at general meetings (Annual or Special) or to attend Board of Directors' Meetings. Members Not in Good Standing are also not allowed to attend member-only events or programs.

4.5.2 Members Not in Good Standing may be returned to good standing upon application to and approval by the Board.

Article 5: General Meetings (Annual or Special)

5.1 The Annual General Meeting of the League shall be held within four (4) to twelve (12) weeks of the financial year end, on a date determined by the Board of Directors.

5.2 Notice: At least twenty-one (21) days' notice of all Annual General or Special General meetings will be delivered by public notification mainly through newspapers, websites, email, or any other applicable methods. Notice will include the date, time, and place of the meeting, the agenda, and any business requiring special resolution.

5.2.1 The accidental omission of notice to any member, or the non-receipt of proper notice by a member does not invalidate any action taken at any meeting to which the notice pertained provided the omission or error did not impact the purpose of the meeting.

5.3 Agenda: The agenda for the annual general meeting shall be prepared by the Board of Directors and shall be distributed to the membership with the meeting notification email.

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The agenda shall include, at a minimum:

- an annual report and a presentation of the planned Board activities for the upcoming year
- a presentation of the financials for the organization
- a presentation of the annual budget (approved by the Board) for the organization's upcoming fiscal year
- appointment of the auditors for the next financial year
- the election of Board members

5.4 Quorum: A quorum for all Annual General or Special General Meetings will be the lesser of ten (10) members or ten percent (10%) of the entire membership.

If a quorum is not present at a meeting, the chair declares that a quorum is not present but will proceed with the business and a second meeting will be called for the purpose of passing the specific motion(s) at a date to be determined based on the urgency of the business but not more than 14 days from the date of the original meeting. During that time, all efforts will be taken to inform all Directors and members of the meeting and encourage their attendance with the notice that there is business that must be ratified that requires a quorum. If there is still not a quorum at this second meeting, then the number of people in attendance will be considered a quorum.

5.5 Virtual Meeting: The Board may determine that a general meeting will be held entirely or in part by means of a virtual meeting.

5.5.1 The means chosen must permit all participants to adequately communicate during the meeting. The means of the meeting must support identifying participants and those wishing to speak as well as communicating pending motions and voting results.

5.5.2 If secret ballot voting is required, supports for anonymous voting must be provided. Anonymous voting will be considered secret ballot voting for the purpose of such a meeting.

5.6 Elections: Officers and Directors will take office immediately following the Annual General Meeting.

5.6.1 All terms will be for one year

5.6.2 The Board of Directors shall be elected at the annual general meeting of the League by the voting members. In order to be elected to the Board of Directors, a candidate must be a voting member of the League and must receive the support of a simple majority of those present at the annual general meeting.

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5.6.3 A person appointed or elected becomes a director if they were present at the meeting when being appointed or elected, and did not refuse the appointment or nomination. They may also become a director if they were not present at the meeting but consented in writing to act as director before the appointment or election.

5.7 **Special General** meetings may be called in one of the following three ways:

- At the discretion of the Board President
- With a letter signed by a minimum of five Board Members
- With a letter signed by thirty-three percent (33%) of the members of the League.

Special General Meetings must be called within twenty-one (21) days of receipt of a written request. Any call for a Special General Meeting must include specific reference to the item (s) to be dealt with.

5.8 **Notice** for a Special General Meeting must be given in the same manner as the notice for the Annual General Meeting. The notice shall include a statement of the purpose of the special general meeting and an agenda.

Article 6: Voting

6.1 Any full member as specified in Section 4.1, who is of the age of majority and is in good standing, upon payment of the membership fee is entitled to vote at an AGM or Special General Meeting provided they are present at the meeting.

6.2 Voting by proxy will not be permitted.

6.3 Any member may attend the Board of Directors' meetings, but will not be allowed to vote. The Board may, by resolution, determine the members' ability to speak to a matter on the agenda.

6.4 A show of hands will be adequate for voting, except for contested elections and any controversial matters where a secret ballot is required or can be requested.

6.5 In the event of any vote resulting in a tie, the Chair of the meeting shall have a second vote which will become the deciding vote. At any meeting, unless a poll is demanded by the Chair or by at least three members present, the declaration by the Chair that the resolution has been carried or carried by a particular majority, or lost, or not carried or not carried by a particular majority, and an entry to that effect in the minute book of the League shall be conclusive evidence of the fact, without proof of the number or portion of votes received in favour or against such resolution.

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Article 7: Financial Auditing

- 7.1 Each year, the Board shall recommend to the membership, reviewers to review the books of the account. The review (also referred to as an audit) must consist of, at minimum, a financial review carried out by at least two (2) members who do not have signing authority on any of the League's bank accounts and have not had signing authority within the previous two (2) calendar years. Reviewers are appointed by the members at the Annual General Meeting.
- 7.2 The reviewers will submit a complete and proper statement of the standing of the books for the previous year before the annual general meeting.
- 7.3 The fiscal year will end on August 31.
- 7.4 A financial summary shall be presented each year by the Treasurer or a delegate at the Annual General Meeting. This presentation shall include, at a minimum, a summary of the organization's income, disbursements, assets, and liabilities.
- 7.5 The books and records may be inspected by any member at the Annual General Meeting, or at any time and place upon giving fourteen (14) days' notice and arranging a time and place satisfactory to the Directors in charge of the records. The Board of Directors will at all times have reasonable access to such books and records.

Article 8: Duties and Election of the Board of Directors

- 8.1 The Board of Directors will have full control and management of the affairs of the League. This management is subject to the bylaws and policies of the League as well as any resolutions passed at a General Meeting of the League.
- 8.2 The League shall be governed by a Board of Directors consisting of not less than three (3) directors.
- 8.3 The Board will include a president, vice-president, treasurer, secretary, and other directors as determined by the board.
- 8.4 The Board of Directors shall be elected at the Annual General Meeting of the League by the voting members. In order to be elected to the Board of Directors, a candidate must be a voting member of the League and must receive the support of a simple majority of those present at the annual general meeting.
- 8.5 At the annual general meeting, the voting members will elect a President, Vice-President, Secretary, Treasurer and other Directors, whose roles on the board will be determined at the first Board of Directors' meeting after the annual general meeting.
- 8.6 A person elected becomes a director if they were present at the meeting when being elected, and did not refuse the nomination. They may also become a director if they were not present at the meeting but consented in writing to act as director before the election.

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- 8.7** A director elected at the annual general meeting shall assume office immediately following the annual general meeting.
- 8.8** At the first Board meeting after the annual general meeting, the Board shall determine which directors will fill the designated roles of the Board. Should a position become vacant, the Board shall fill it as needed. Unless otherwise vacated, the positions shall be held until the first Annual General Meeting following the appointment of the positions.
- 8.9** The Board may appoint additional directors. Any such appointment must have the support of two-thirds (2/3) of the existing Directors of the Board. Any director who is appointed by the Board must have their appointment ratified at the next general meeting of the League. A person appointed assumes office immediately upon appointment.
- 8.10** A director may resign from the Board by submitting a letter of resignation to the Secretary. The resignation is deemed to be effective thirty (30) days after the letter of resignation is received by the Secretary of the Board or immediately if so requested in the letter.
- 8.11** In the event of a vacancy as a result of resignation, death, or removal, the Board is empowered to fill the vacancy by appointment for the remainder of the term. Such appointment is to be ratified at the next General Meeting. The person so appointed will hold office for the remainder of the term that the member they are replacing would have held.
- 8.12** Directors may be removed from office in the case of unsatisfactory performance, failure to perform duties, and/or inappropriate behavior.
- 8.12.1 A director may be removed from the Board by a motion with a two-thirds (2/3) of the Board in favour of removal. Board members may not vote on a motion for their removal from office.
- 8.13** No director will receive payment for their services. A director may receive reimbursements for reasonable expenses incurred as a result of performing their duties on behalf of the League as outlined in Article 12.
- 8.14** The Board of Directors shall endeavor to maintain fair representation of all neighbourhoods by having a minimum of two directors from each neighbourhood on the board at all times when possible.
- 8.15** All Board of Directors are expected to attend monthly board meetings, represent their respective neighbourhoods, and actively promote their portfolio. Specific duties for the Board of Directors are outlined in the community league's Policies and Procedures Manual. The Executive and their respective duties include, but are not limited to the following:

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8.16 **President:** The President will:

- preside at all meetings;
- be an ex-officio member of all committees, except a Nominating Committee;
- be charged with the general supervision of all the activities of the League;
- nominate a Director who is willing to serve and stand in for or replace the President, as circumstances require;
- is a signing authority for cheques, Annual Returns, Financial Statements, grant applications, contracts, and other;
- notify the secretary of upcoming meetings;
- ensure the Annual General Meeting date is set including proper notification to general membership;
- act as the official spokesperson of the League or appoint a designate;
- handle general inquiries and emails/mail addressed to the community league;
- keep abreast of current community issues and attend courses/meetings of interest or relevance as they pertain to the League and community issues;
- is a member of the Executive Committee

8.17 **Past President:** The Past President will:

- assume Ad Hoc duties at the discretion of the Board;
- act as the Nominating Committee Director;
- is a member of the Executive Committee

8.18 **Vice President:** The Vice President will:

- preside at any meetings the President is absent from or where the President asks the Vice-President to preside;
- assume any duties from the President as required;
- acts as a signing authority;
- be responsible for the periodic review of the management of the League through its Bylaws, Policies and Procedures, Financial Information, Insurance;
- keep abreast of current community issues and attend courses/meeting of interest or relevance as they pertain to the League and community issues;
- is a member of the Executive Committee

8.19 **Secretary:** The Secretary will:

- attend all meetings of the League, the Board, and the Executive Committee and take and retain accurate minutes of all meetings;
- be responsible for the minute and meeting notice distribution at least one week in advance of next meeting by email;
- collect, assemble, and distribute monthly reports submitted by board members before each meeting;
- be in charge of the minute book and other records;
- be in charge of all correspondence of the League under the direction of the President and the Board including picking up and distributing mail from the mailbox.;
- act as a signing authority;

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- maintain a record of board members including home addresses, phone numbers and email addresses and distribute to board members;
- notify EFCL and Alberta Gaming of changes in board members after each AGM;
- complete the annual society filing;
- retain the seal of the League and oversee its use by the president, the vice-president, the treasurer and the secretary
- is a member of the Executive Committee.

In the absence of the Secretary, a Board Member appointed by the Board will discharge these duties.

8.20 **Treasurer:** The Treasurer will:

- be responsible for all financial records of the League;
- be responsible, on behalf of or in the name of, the League, for all monies collected or otherwise received, issuing receipts, payments of all accounts when properly approved, and keep proper accounts, receipts, and vouchers of same, and the deposit of funds to the League's bank accounts. This includes:
 - Monthly reconciliation of all bank statements and accounts
 - Receiving and returning cleaning and damage deposits to renters
- report the financial standing at every Board and General Meeting;
- present to the Annual General Meeting a reviewed statement of the financial affairs for the preceding fiscal year;
- review and prepare policy and procedures with respect to the financial matters of the League;
- recommend, in conjunction with the President, an Annual Budget to the Board of Directors;
- assist the Board of Directors with the completion of documents required for applications such as the Community League Operating Grant (CLOG) and any other grants which require financial information when applicable;
- act as a signing authority for the League;
- assist the Board of Directors with insurance renewal;
- prepare monthly invoices for tenants;
- complete and submit GST rebate forms;
- complete and submit Casino Use of Funds report;
- be in charge of payroll for any employees including issuing T4's and ROE's;
- prepare financial working papers for annual presentation to auditors/reviewers;
- meet annually with auditors/reviewers to answer questions;
- invest excess cash in appropriate interest-bearing accounts (GIC's etc);
- be a member of the Executive Committee

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Article 9: Committees

- 9.1 Executive Committee:** The Executive Committee of the League will consist of the President, the Past-President (for one year), the Vice-President, the Secretary and the Treasurer.
- 9.1.1** The Executive Committee shall meet as required. Notice of the meeting shall be given at least seven (7) clear days before the meeting unless all members of the Executive Committee agree to abridge the notice period.
- 9.1.2** The Executive Committee is responsible for ensuring that all policies and directives of the Board of Directors are implemented.
- 9.1.3** The Executive Committee may act only in situations which cannot wait until the next Board meeting and such decisions must be ratified at the next Board of Directors' meeting.
- 9.2 Ad Hoc Committees:** The League may, at its discretion, create Ad Hoc Committees as deemed necessary, to conduct the League's business. Such committees will be answerable to and report to the board and will have a projected date of termination at the time they are created.
- 9.3 Standing Committees:** The League may, at its discretion, create Standing Committees as may be deemed necessary to conduct the League's business. Such Committees will be answerable to and report to the Board according to a terms of reference or other manner determined by the board and will continue to exist for an indefinite period of time.
- 9.4 Nominating Committees:** The Nominating Committee shall annually complete an assessment of the existing directors. They shall recommend new candidates for Board membership at the annual general meeting, based on the qualification of outgoing directors and their perception of required qualifications for new directors.

Article 10: Board Meetings

- 10.1** The Board of Directors shall endeavor to meet once per calendar month at least ten (10) times per year. Notice of a meeting shall be given to directors a minimum of seven (7) days before the meeting unless all directors agree to abridge the notice period.
- 10.2** Quorum for a meeting of the Board of Directors will be a majority of the Board Members, two of which must be members of the Executive Committee.

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- 10.3** The Board of Directors may determine the rules of order which shall govern its meetings.
- 10.4** Voting at Board meetings shall be by show of hands unless 2 board members request a secret ballot. Secret ballot will be used for all contested elections of officers and director positions.
- 10.5** Directors must abstain from casting a vote on a motion if they declare a conflict of interest that prevents them from voting. In cases where directors abstain from casting a vote on a motion, their abstinence should be noted by the Secretary. Abstaining directors count toward quorum for a meeting, but do not count toward the percentage of support for or against a motion.
- 10.6** Each Director shall have one vote on all motions (except for those directors who must abstain due to a conflict of interest). In the case of a tie, the President shall have an extra vote.
- 10.7** The President will, upon receipt of a written request signed by at least three (3) of the Board of Directors, call a Special Meeting of the Board of Directors within twenty-one (21) days of receipt of the request. At least 7 days' notice will be given for any Special Board of Director's Meetings. Any call for a Special Board of Directors' Meeting must include specific reference to the item(s) to be dealt with.
- 10.8** The Board may determine that a Board Meeting will be held entirely or in part by means of a virtual meeting.
- 10.8.1** The means chosen must permit all participants to adequately communicate during the meeting. The means of the meeting must support identifying participants and those wishing to speak as well as communicating pending motions and voting results.
- 10.8.2** Directors participating are considered present for the meeting.
- 10.8.3** If secret ballot voting is required, supports for anonymous voting must be provided. Anonymous voting will be considered secret ballot voting for the purpose of such a meeting.
- 10.9** When deemed necessary the President may instigate an electronic (email) vote. The President initiates the email outlining the issue and requesting a vote. The first to reply in the positive is considered the mover of the motion and the second to reply in the positive is the seconder. The President tallies votes and declares the results via email. These electronic votes will then be noted in the minutes of the next Board meeting.

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Article 11: Disciplinary Hearing and Termination

- 11.1** A member of the League or a Director may be expelled from the membership of the organization by a special resolution of the Board of Directors for actions which are harmful to the League or its purposes as determined by The Board of Directors.
- 11.1.1** Pending a full hearing, such Member or Director will be placed on suspension.
- 11.2.2** Members or Directors of the League who are being considered for expulsion are entitled to notice forty-eight (48) hours before the vote by the Board of Directors, and an opportunity to defend themselves before the Board of Directors immediately prior to the scheduled vote.
- 11.2.3** The quorum for such a hearing will be two-thirds (2/3) of the Board of Directors.
- 11.2.4** The Board of Directors will debate the matter ‘in private’ and render a written decision within forty-eight (48) hours. Expulsions from the membership of the organization are effective immediately upon the completion of the vote to expel.
- 11.2** Expelled members and directors have the right to appeal through the dispute resolution process in Article 20.
- 11.3** The Board of Directors may remove any Director from office, without a hearing, if he or she is absent from any four consecutive meetings without regrets.

Article 12: Remuneration

- 12.1** A Director may receive reimbursements for expenses, with presentation of receipts, incurred as a result of performing the League’s business.

Article 13: Financial Processes

- 13.1** The Board of Directors may open one or more accounts, designate signing Directors, and generally execute all documents connected with the transaction of the League’s business with any chosen Chartered Bank, Trust Company, Treasury Branch, or Credit Union.
- 13.2** For the purpose of carrying out its objectives, the League may draw, make, accept, endorse, discount, execute and issue cheques, promissory notes and bills of exchange, but only to the extent authorized by resolution of the Board of Directors.

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- 13.3** All bills, notes, cheques, debentures and other papers and documents which pertain to the finances of the League will be signed by two board members preferably the Treasurer, along with the President or Vice President or Secretary who have been granted signing authority by resolution of the Board of Directors. In the event that the Board of Directors authorizes the use of Interac e-Transfer as a means of conducting financial affairs, the Board should set a maximum daily amount that can be paid by e-transfer, ensure that the transactions take place only between users who have an eligible bank account with a participating Canadian financial institution, and take all possible precautions to mitigate risk and align with the League's financial policies.
- 13.4** The Annual Budget will be approved by the Board and presented to the membership at the Annual General Meeting.
- 13.5** The League may, by a Special Resolution, borrow or raise or secure the payment of money.
- 13.6** Before requesting authorization to incur organizational debt, the Board shall explicitly outline the amount of debt to be incurred, the organizational use of the acquired capital, the rules and considerations attached to the use of the capital, and the proposed method of repaying the debt.
- 13.7** Debt incurred by the organization is restricted in use to the plan outlined in clause 13.6. Amendments to the use of debt must receive support of the Membership at a General Meeting.
- 13.8** No two members of the same household will both have signing authority. Also, no signing authority will sign a cheque where they are the payee.
- 13.9** Any contract or other legal document relating to the business of the League may be signed by any person appointed by the Board of Directors to sign on its behalf.
- 13.10** The Board of Directors has the right to hire such persons as may be deemed necessary for the efficient functioning of the League's business.

Article 14: Amendments to the Bylaws

- 14.1** These Bylaws may be rescinded, altered, or added to by a Special Resolution at a General, Special General, or Annual General Meeting with at least 21 days' notice in writing.
- 14.2** Any proposed changes must be reviewed by the Board of Directors before being forwarded to a General, Special General, or Annual General Meeting.

Article 15: Dissolution

- 15.1** The League may be dissolved by a Special Resolution, passed at a special general meeting of the League, called for the express purpose of considering dissolution.

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15.2 Upon dissolution of the League, pending any contractual obligations, the property of the League shall be distributed to the Edmonton Federation of Community Leagues, in trust. The Edmonton Federation of Community Leagues will hold the property in trust until they are able to reactivate or merge the League.

Article 16: Parliamentary Authority

16.1 The rules contained in “Robert’s Rules of Order,” in its most current edition, will govern the proceedings at all meetings and in all cases where they are applicable, provided that they are not inconsistent with these Bylaws or the requirements of the Societies Act.

Article 17: Administration

17.1 The use, care, and safekeeping of the seal of the League will be the responsibility of the Secretary, and it will be used only when authorized by a resolution of the Board of Directors, and it will be affixed to documents and instruments when required by law or convention.

17.2 The Board of Directors has the right to hire such persons as may be deemed necessary for the efficient functioning of the League’s business.

17.3 The League will retain membership in the Edmonton Federation of Community Leagues.

Article 18: Indemnification

18.1 Each Director holds office with protection from the League. The League indemnifies each Director against all costs or charges that result from any act done in their role. The League does not protect any Director for acts of fraud, dishonesty, or bad faith.

18.2 No Director is liable for the acts of any other Director or employee. No Director is responsible for any loss or damage due to bankruptcy, insolvency, or last wrongful act of any person, firm or corporation dealing with the League.

18.3 Directors can rely on the accuracy of any statement or report by the Society’s auditor. Directors are not held liable for any loss or damage as a result of acting on that statement or report.

Article 19: Interpretation

19.1 In the case of dispute arising over interpretation of these bylaws, the Board of Directors has the authority to decide which interpretation will be used.

Article 20: Dispute Resolution

20.1 This section applies to any dispute arising out of the affairs of the society or the application of its bylaws.

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20.2 The dispute may be between:

- a) Members, or
- b) The Society and its Directors or its Officers, or
- c) The Society or its Directors or its Officer and either
 - i. A member, or
 - ii. A former member who was a member within the previous 6 months

20.3 Any dispute subject to subsection 20.1 and 20.2 will be resolved by:

- a) Direct negotiation between the parties, with or without assistance and/or facilitation. If resolution is not achieved then by:
- b) Written appeal to the board (and/or other appropriate committee) for a decision. If resolution is not achieved, then by:
- c) Mediation pursuant to the National Mediation Rules of ADRIC, or to mediation practices agreed upon by the parties. If resolution is not achieved, then by:
- d) Arbitration pursuant to the National Arbitration Rules of ADRIC, or to arbitration practices agreed upon by the parties. The decision will bind all parties.

20.4 The selection process for any facilitators, mediators, or arbitrators will be in accordance with the organization's policies.

20.5 Members are obligated to comply with the Society's complaint resolution bylaws, policies and procedures as a condition of membership. The failure of a member to cooperate with the society's complaint, dispute resolution and/or discipline processes shall be considered an act of member misconduct and may result in disciplinary procedures.

20.6 In a circumstance where a language for the dispute resolution process cannot be mutually agreed upon by all parties, the dispute resolution process shall be in English.

20.7 Any costs for mediation and arbitration will be shared equally by the parties.