



Orono Figure Skating Club

P.O. Box 292.

Orono, Ontario

L0B 1M0



CONFLICT RESOLUTION POLICY

PREAMBLE

The purpose of this document is to outline the process that will be followed in the event of a dispute within the Orono Figure Skating Club. This process will be followed with the goal of resolving the dispute between the Complainant (individual(s) raising the concern) and the Respondent (individual(s) who are the subject of the concern) in a fair and equitable manner. The process will be followed for disputes between members of the Orono Figure Skating Club. For the purposes of this document, members include parents, coaches and skaters.

INDIVIDUAL LEVEL

1. The Complainant and Respondent are encouraged to make a reasonable attempt to resolve the complaint/conflict between themselves.

CLUB LEVEL

1. Where reasonable attempts to resolve the complaint/conflict fail, a complaint may be made in writing to the Board of Directors of the Orono Figure Skating Club.
2. Upon receipt of a written complaint, the Board of Directors shall respond in writing to the Complainant, acknowledging receipt of the complaint, and include a copy of the Conflict Resolution Policy. The Complainant will be requested to advise the Board of Directors in writing as to whether or not they wish to pursue the complaint according to the Conflict Resolution Policy.
3. If the Complainant advises the Board of Directors in writing that they wish to proceed with the complaint, a copy of the complaint and the Conflict Resolution Policy shall be provided to the Respondent.
4. The Respondent shall be asked to respond to the complaint in writing, within two weeks, to the Board of Directors.
5. The Board of Directors will investigate the complaint by interviewing the Complainant, the Respondent and any witnesses who they consider appropriate.
6. The Board of Directors will provide a written report with a review of the allegations, all responses provided and recommendations as to the appropriate resolution. A copy of the report shall be provided to the Complainant, Respondent and Board of Directors.
7. If the Complainant and Respondent accept the recommendations and the complaint is resolved, the Board of Directors shall follow up with the Complainant within one month following resolution of the complaint to ensure things are running smoothly.
8. If resolution cannot be reached following the Conflict Resolution Policy at the Club Level, the Board of Directors shall seek assistance from the Section (Skate Canada Eastern) Conflict Resolution Committee, and the dispute will follow the Section Dispute/Conflict Resolution policies and processes.
9. If a complaint involves allegations of misconduct described in the Membership Harassment Policy or the Complaints Policy, the Club Board of Directors shall refer it to the National Complaints Review Officer or a Harassment Officer. A copy of the Skate Canada Club Dispute Resolution Procedures Policy (By-law 1204) will included with this Conflict Resolution Policy.

Reviewed and Accepted by the Orono Figure Skating Club Board of Directors: August 12, 2015

