



Skate Ontario

## The Huntsville Skating Club Club Dispute Reporting & Resolution Policy

### **Purpose:**

This Dispute Reporting and Resolution Policy is designed to help The Huntsville Skating Club take every reasonable measure to promote and maintain a safe, inclusive, and respectful environment. This Procedure standardizes the measures and procedures to ensure individuals have a process to report general disputes, it instills confidence that there will be no retaliation or reprisal for reports made in good faith; and it mandates that reports will be investigated and dealt with in a fair and timely manner, respecting the privacy of all concerned as much as reasonably possible.

### **Scope:**

This Club Dispute Reporting & Resolution Policy applies to all HSC board of directors' members, HSC members including parents and skaters, coaches, and volunteers.

### **General Dispute Reporting Process:**

#### **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 must be made in writing to the Board of Directors by email to the club address [huntsvilleskatingclub@gmail.com](mailto:huntsvilleskatingclub@gmail.com)
2. Upon receipt of a written complaint, the President or another Officer shall respond in writing to the Complainant, acknowledging receipt of the complaint, and include a copy of the Club Dispute Reporting & Resolution Policy. The Complainant will be requested to advise the President or designate Officer in writing as to whether they wish to pursue the complaint according to the Dispute Reporting & Resolution Policy.
3. If the Complainant advises the President or designate Officer 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 President or designate Officer.
5. The President and one other Officer will investigate the complaint by interviewing the Complainant, the Respondent, and any witnesses who they consider appropriate.
6. The President and delegated Officer 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 kept in the club's files.
7. If the Complainant and Respondent accept the recommendations and the complaint is resolved, the President shall follow up with the Complainant within one month following resolution of the complaint to ensure things are running smoothly.



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8. If resolution cannot be reached following the Dispute Reporting & Resolution Policy, at the Club Level, the President or designated Officer shall seek assistance from the Section (Skate Ontario) 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 Skate Canada and/or Skate Ontario Harassment Policy, or if HSC is implicated in the dispute, the complaint should be reported directly to Skate Canada [safesport@skatecanada](mailto:safesport@skatecanada)

**Dispute Reporting and Resolution Policy created & approved June 2021**