

Complaints/Dispute Reporting and Resolution Policy

The Georgetown Skating Club (“GSC”) is dedicated to providing a fun, safe and friendly environment for all their members. Members are encouraged to bring forward any serious concerns or complaints to the GSC Board of Directors using the Written Statement of Complaint Form.

Preliminary Requirements for Application of Policy

Proceedings cannot be initiated under this policy unless:

- (a) each of the person(s) making the complaint and the person(s) who are the subject of the complaint were registrants at the time of such events; and,
- (b) were registrants at any time during the 12 month period immediately before the complaint is delivered;

The club will proceed as follows once a complaint has been received;

1. An Executive Board member (President or Vice-President) will contact the complainant to discuss the situation in detail and the outcome they are seeking.
2. The discussion will be recorded and identify if there is an immediate threat to the complainant.
3. If the complaint is serious in nature, the executive Board Member will inform Skate Canada via their policy procedure.
4. Within 2 weeks all parties involved will be spoken with and all relevant information recorded, protected and stored.
5. The executive Board members (President, Vice president) and Coaching representative (if necessary) will decide on a realistic outcome, discipline and follow up meetings with parties involved.
6. The Executive Board members will present to a special Board meeting the resolution that benefits all parties involved. The board will have the power to:
 - Warn as to future conduct,
 - Suspend from membership,
 - Remove from membership any person found to have broken the GSC’s policies or Codes of Conduct.

A board vote will be needed. Privacy of the members involved will be mandatory.

7. Response by the Member receiving the resolution approved will have 5 days to respond back to the Executive Board member.
8. Communication in writing to both parties will be done once resolution has been agreed to and the complaint closed.

The above procedure will be followed however if a member has experienced personal harassment, which includes physical or verbal abuse (bullying behaviour) or has witnessed another member being bullied and would prefer to deal with Skate Canada directly, the member may also submit a complaint to the Complaint Review Officer (safesport@skatecanada.ca) at the Skate Canada national office as per the process in the Skate Canada Membership Complaints, Hearing and Investigation Procedures Policy. This would also be the procedure for the appeal process.

In most severe cases the club would put in a report to Skate Canada once the process has started and have that documented for further review if necessary.

