

Preamble

The purpose of this document is to outline the process that will be followed in the event of a dispute within the Rideau 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 Rideau 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 Club Pro-Liaison Director.
2. Upon receipt of a written complaint, the Club Pro-Liaison Director shall respond in writing to the Complainant, acknowledging receipt of the complaint, and include a copy of the Dispute Resolution Process. The Complainant will be requested to advise the Pro-Liaison Director in writing as to whether or not they wish to pursue the complaint according to the Dispute Resolution Process.
3. If the Complainant advises the Pro-Liaison Director in writing that they wish to proceed with the complaint, a copy of the complaint and the Dispute Resolution Process shall be provided to the Respondent.
Note: At this point in the process, if the Pro-Liaison Director determines, in his or her sole discretion, that the specific situation requires the Complainant's identity to remain confidential, all reasonable effort will be made to do so, and Complainant will be so advised.
4. The Respondent shall be asked to respond to the complaint in writing, within two weeks, to the Pro-Liaison Director.

5. The Pro-Liaison Director will investigate the complaint by interviewing the Complainant, the Respondent and any witnesses whom he/she considers appropriate.
6. The Pro-Liaison Director shall prepare a written report outlining the allegations of the Complainant, the response of the Respondent, the evidence of any witnesses, the conclusions reached as to the allegations, the decisions and the underlying reasons for those decisions, and recommendations as to the appropriate resolution. The report shall be provided to the Complainant, the Respondent and the Club Board of Directors.
7. If the Complainant and Respondent accept the recommendations and the complaint is resolved, the Pro-Liaison Director 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 above steps, a hearing of the Club Board of Directors, at which both the Complainant and Respondent may make oral submissions, will be held.
9. The Club Board of Directors shall re-interview any witnesses considered appropriate and shall prepare a summary report outlining conclusions reached, the decisions and underlying reasons for those decisions, and a recommendation as to the appropriate resolution.
10. If resolution cannot be reached following the Dispute Resolution Process at the Club level, the Club Board of Directors shall seek assistance from the Section (Eastern Ontario Section of Skate Canada) Conflict Resolution Committee, and the dispute will follow the Section Dispute/Conflict Resolution policies and processes.

Reviewed and Accepted by the Rideau Skating Club Executive: December 16, 2009