



DISPUTE RESOLUTION POLICY

SECTION 1 – GENERAL

1. The Forest Hill Figure Skating Club (FHFSC or Club) supports the principles of dispute resolution and is committed to the techniques of negotiation, facilitation, mediation, and arbitration as effective ways to resolve disputes with and among its members, staff and coaches.
2. In case of a conflict between FHFSC members, the individuals involved in the dispute must make every effort to resolve the conflict amongst themselves.
3. All registrants of FHFSC, including the Respondent, must cooperate with an investigation under this section.
4. FHFSC follows all guidelines identified by Skate Canada's National Safe Sport Program.

SECTION 2 – SCOPE AND APPLICATION

1. This policy applies to all disputes with and among members or individuals engaged in activities with or contracted by the Club.
2. A dispute is characterized by a disagreement between two or more parties and may consist of single or multiple incidents. The gravity of a dispute may vary significantly and may be characterized by a range of actions, implications, or consequences.

Examples include and are not limited to:

- A complaint alleging that a board member, volunteer, employee, skater, team, coach, official, parent/guardian or spectator is guilty of misconduct in any form or;
- A dispute relating to team selection or;
- Any other request for resolution of a dispute arising from or relating to the activities of the Club.

SECTION 3 – REPORTING A DISPUTE

1. Any individual subject to this policy may report a dispute.
2. After making every true effort to resolve the conflict amongst themselves, a complaint can then be made to the President, Board of Directors (board@fhfsc.ca) in writing (signed and dated by the complainant) as soon as reasonably possible and within seven (7) business days as set by this policy.



SECTION 4 – REFERRAL AND REVIEW OF COMPLAINTS AND INCIDENTS

1. The President will immediately advise the Board of Directors and the Respondent(s) named in the complaint that a complaint has been filed and, within three (3) business days, provide each with a copy of the complaint.
2. If the dispute is considered to be trivial, frivolous or vexatious in nature, the President will advise complainant and thereafter shall take no further action in relation to that dispute.
3. The President may extend the time for submission of a complaint notwithstanding the expiration of the time set by this policy.
4. Should the complaint involve any member of the Board, then that affected Board member will declare a Conflict of Interest and remove themselves from the Board for purpose of reviewing and determining an outcome to the filed complaint.

SECTION 5 – INVESTIGATION COMMITTEE

This committee will consist of three (3) Board representatives: President as the Chairperson, one non-executive board member and one coach member of the Board. If the complaint report involves any of the three (3) investigation committee members, then the investigation will be subsequently managed by an alternative member(s) of the Executive Board/Board, ensuring there is no conflict of interest from either party, as per FHFSC's Conflict of Interest policy.

SECTION 6 – INVESTIGATION PROCEDURE

1. Disputes will be first referred to the President for consideration, clarification, and possible resolution. If it is determined that the complaint is to move forward then;
2. The Investigation Committee will:
 - a. Provide a copy of the complaint to the Respondent within three (3) business days,
 - b. Gather information from the Respondent and any witnesses in regard to the dispute,
 - c. Facilitate a meeting between the parties and/or make recommendations for resolution.
 - d. A recommendation will be made to the President and this recommendation may include:
 - i. That the matter has been resolved between the parties and no further action should be taken or;



- ii. That no further action is warranted based on the facts of the case, or;

- iii. The complaint be escalated to Skate Canada for resolution or;

- iv. Upon completion of the investigation, the President shall make a written report, which will include the decision and any matters disclosed during the investigation.

3. The Board shall notify the parties of the investigation findings and provide a written report.

SECTION 7 - RECORDS AND USE OF DECISIONS

- 1. The Board shall maintain a record of all decisions of investigations.
- 2. The Investigation Committee and Board may consider the decisions of previous investigations but are not bound by any precedent.

SECTION 8 – APPEAL PROCESS

- 1. If the dispute is not resolved to the satisfaction of both parties at Club level, it may be referred to the Skate Ontario office through methods that may include: communication with individual(s) via;
 - i. Early resolution facilitation; and/or;
 - ii. Mediation; and/or
 - iii. Arbitration.
- 2. If the Club's and Skate Ontario's Dispute Resolution Process has been exhausted, either party may direct their concern in writing to Skate Canada for resolution in accordance with Skate Canada's General Disputes Reporting and Resolution Policy by email to safesport@skatecanada.ca or by telephone to 1-888-747-2372.
- 3. A fee may be charged by Skate Canada to the parties involved.

SECTION 9 – CONFIDENTIALITY

In order to be fair and impartial to all parties involved, the Board shall abide by principles of confidentiality in implementing the Dispute Resolution Policy.

SECTION 10 – GOOD FAITH

- 1. No Retaliation for Good Faith Reports
 - Retaliation of any kind against an individual(s) who have reported an incident in good faith will not be tolerated. Any member of the Club, its staff, volunteers,



parents and Board who retaliate will be subject disciplinary action including expulsion from the Club.

2. Acting in Good Faith

Anyone reporting a concern or incident must be acting in good faith and have reasonable grounds for believing that the information being reported is true and accurate.

Any allegations reported to the Board that are proven to be unsubstantiated and are made for malicious reasons or are intentionally false in nature for whatever reason will be taken as a serious offence and subject to Club disciplinary action including expulsion from the Club.