



## **Dispute Resolution Policy**

(effective June 8, 2026)

Following the policies set by Skate Canada, the Hagersville Skating 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. Complaints will only be heard where the parties involved have followed the steps described below. Anonymous complaints will not be heard.

The conflict resolution policy shall be initiated as soon as possible after the incident(s) or conduct which forms the basis for the dispute or complaint. This policy shall not be used if the Skate Canada National Complaints policy or Membership Harassment Policy apply (refer to Skate Canada Club Dispute Resolution Procedures pp. 31 of Association Policy and Procedures).

### 2.1 Informal:

It is the intent of this policy to encourage members and coaches to resolve conflicts and foster good will, through direct dialogue whenever possible, before following formal resolution procedures.

In case of a conflict between members, the individuals involved in the dispute are encouraged to make every effort to resolve the conflict among themselves.

Where reasonable efforts to resolve the conflict fail, a request may be made, in writing, to the Board of Directors for assistance to resolve the dispute.

### 2.2 Formal:

Receipt of written complaint from “complainant”.

Written acknowledgement of receipt of complaint to the complainant, by the Board of Directors and/or the Conflict Resolution Committee in the event of further escalation. The Conflict Resolution Committee shall consist of the President, one nonbiased Board of Director and two nonbiased past executive or club members.

Written notification, including copy of complaint, to the member against whom complaint is lodged (“respondent”), within a reasonable timeframe.

Respondent asked to respond to the complaint, in writing within two weeks.

Collect information and investigate through appropriate means (e.g. interviews/consultations with involved parties, and witnesses).

Summarize the facts and identify any contradictory statements.

Consider the information and consult with resources when applicable.

At the next regularly scheduled Board of Directors' meeting following the response and investigation periods, the Board of Directors shall consider the complaint based on facts. The Board of Directors may choose to summarily dismiss the complaint or render a decision.

Within a reasonable period of time, the Board of Directors and/or the Conflict Resolution Committee shall notify the complainant and respondent, in writing, of the dismissal or decision.

All decisions will be made at the discretion of the Board of Directors.