

Moore Skating Club

Dispute Resolution Policy

Effective Date: 08/12/2025

Approved by/Date: Moore Skating Club Board of Directors 08/12/2025

1. Purpose

This Dispute Resolution Policy is intended to provide a fair, transparent, and efficient process to address concerns or disputes that may arise among members, parents/guardians, skaters, volunteers, coaches, or club officials. It aligns with the spirit and intent of the Skate Canada Club Dispute Resolution Policy and supports the values of respect, responsibility, and integrity within our club community.

2. Scope

This policy applies to all members of the Moore Skating Club, including but not limited to skaters, parents/guardians, coaches, volunteers, board members, and committee members. It covers disputes arising from club activities, programs and interactions at the local level.

3. Guiding Principles

- **Respectful Communication:** All parties are expected to engage in respectful and constructive dialogue.
- **Confidentiality:** All concerns and outcomes will be kept confidential, except as required by law or Skate Canada policy.
- **Timeliness:** Disputes should be raised and addressed promptly.
- **Fairness and Neutrality:** The dispute process will be conducted in an unbiased and equitable manner.

4. Informal Resolution

Where appropriate, disputes should first be addressed informally:

1. The concerned party is encouraged to speak directly with the person involved, calmly and respectfully.
2. If the issue is not resolved, they may bring the matter to a Board Member for assistance in resolving the dispute informally.

5. Formal Resolution Process

If informal resolution is unsuccessful or inappropriate due to the nature of the issue, a formal complaint may be submitted.

Step 1: Written Complaint

- The complaint must be submitted in writing to the **Club President** or **Designated Board Member**.
- The complaint should include:

- Name and contact information of the complainant
- A clear description of the issue
- Steps already taken to resolve it
- Desired outcome or resolution

Step 2: Acknowledgement and Review

- The complaint will be acknowledged within **7 days**.
- The Club Board will review the complaint and may request additional information.

Step 3: Resolution Meeting

- A meeting will be scheduled within **21 days**, involving relevant parties.
- The board will facilitate the meeting in a neutral and respectful manner.
- The goal is to reach a mutual agreement or determine an appropriate resolution.

Step 4: Decision

- The decision will be communicated in writing within **7 days** of the meeting.
- The decision of the Board is **final** at the club level.

6. Appeals and External Resolution

If a party is dissatisfied with the outcome and believes a Skate Canada policy or code of conduct has been breached, they may pursue further steps through:

- **Skate Canada's Complaints Process**, outlined at: <https://skatecanada.ca/safe-sport/complaints-reporting/>
- Contact: **Skate Canada Safe Sport Officer** via safesport@skatecanada.ca

7. Retaliation and Bad Faith Complaints

The club strictly prohibits retaliation against anyone who brings forward a concern in good faith. Complaints made maliciously or in bad faith may result in disciplinary action.

8. Policy Review

This policy will be reviewed annually or as required to remain in alignment with **Skate Canada's Safe Sport Framework** and Ontario laws.
