



Dispute Resolution Policy

Purpose

The Gananoque Skating Club is committed to providing a safe, respectful, inclusive, and positive environment for all participants. This policy outlines the process for resolving disputes, conflicts, and complaints in a fair, timely, and confidential manner, in accordance with the principles and expectations of [Skate Ontario](#) and [Skate Canada](#).

1. Scope

This policy applies to all members and participants of the Gananoque Skating Club, including but not limited to:

- Skaters
- Parents/guardians
- Coaches
- Board members
- Volunteers
- Officials
- Program assistants

This policy applies to disputes or complaints arising from club-related activities, programs, conduct, communication, or decision-making.

2. Guiding Principles

The Gananoque Skating Club will address disputes using the following principles:

- Respectful communication
- Fairness and impartiality

- Timely resolution
 - Confidentiality where appropriate
 - Opportunity for all parties to be heard
 - Focus on solutions and maintaining a positive club environment
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3. Informal Resolution

Whenever appropriate, individuals are encouraged to first attempt to resolve concerns informally and respectfully with the person(s) involved.

Examples may include:

- Clarifying misunderstandings
- Discussing scheduling or program concerns
- Addressing minor communication issues

If informal resolution is not appropriate, unsuccessful, or the matter is more serious in nature, a formal complaint may be submitted.

4. Formal Complaint Process

Step 1 – Written Complaint

A formal complaint must be submitted in writing to the Club President or designate within 30 days of the incident or concern whenever possible.

The written complaint should include:

- Name(s) of individuals involved
- Description of the incident or concern
- Date(s) and location(s)
- Any attempts made to resolve the matter
- Desired resolution

If the complaint involves the President, the complaint may be submitted to another Executive Board member.

Step 2 – Review

The President or designate will:

- Acknowledge receipt of the complaint
- Determine whether the complaint falls within the club's authority
- Review all relevant information
- Speak with involved parties as necessary

The club may establish a small committee of impartial Board members to review the matter if appropriate.

Step 3 – Resolution

Following review, the club may:

- Facilitate a discussion or mediation
- Issue recommendations
- Require corrective action
- Determine that no further action is necessary
- Refer the matter to Skate Ontario Safe Sport and Complaints Process if required

All parties will be informed of the outcome in writing.

5. Matters Requiring Immediate Referral

The Gananoque Skating Club will immediately refer matters involving:

- Abuse
- Harassment
- Discrimination
- Bullying
- Maltreatment
- Misconduct involving safety or integrity

to the appropriate Skate Ontario or Skate Canada processes, and/or external authorities where required by law.

6. Confidentiality

All complaints and dispute resolution proceedings will be handled as confidentially as possible. Information will only be shared with individuals who need to know in order to review or resolve the matter.

Participants are expected to respect the privacy of all involved parties.

7. Retaliation

Retaliation against any individual who raises a concern or participates in a complaint process in good faith will not be tolerated.

8. Record Keeping

The Club shall maintain records of formal complaints and their resolution in a secure manner in accordance with applicable privacy practices.

9. Final Authority

The Gananoque Skating Club Board of Directors retains final authority regarding decisions made under this policy, unless the matter falls under the jurisdiction of Skate Ontario, Skate Canada, or applicable legislation.

10. Policy Review

This policy shall be reviewed periodically by the Board of Directors and may be amended as required to remain aligned with Skate Ontario and Skate Canada policies.