



DISPUTE RESOLUTION PROCESS

The Char-Lan Skating Club is committed to giving prompt, courteous and careful attention to skaters' and coaches' problems and questions. This policy provides a vehicle to resolve issues.

Informal Process:

Skaters or parents of skaters, who believe they have legitimate concerns about a Coach or a representative of the Club, should first discuss these concerns with that individual and attempt to resolve them satisfactorily. If desired, they may ask a member of the Club executive to join them in the discussion. This meeting should occur within 2 weeks of an incident occurring. If the issue is not resolved in a satisfactory manner, the Coach, Skater or parent of the skater may use the Formal Dispute Resolution Process.

Formal Process:

If the Coach's, Skater's or Skater's parent's concern is not resolved in a satisfactory manner through the Informal Process, a formal complaint may be lodged within two (2) weeks of receiving an unsatisfactory response. The complaint should be written, signed and addressed to a Club representative (see attached form). The Club representative will meet with the Skater and their parent within two (2) weeks of receiving the formal complaint. The response to the complainant will be in writing. Should the complaint involve a Coach, the Coaches liaison will be present and have input into the resolution of the complaint.

The following steps will be followed to resolve disputes:

1. Define the problem/issue and its impact on the skater or Coach
2. Get input and alternatives from all stakeholders
3. Together develop an action plan
4. Set realistic goals and timelines
5. Determine how to assess progress

If disciplinary action is necessary, the following steps will be followed:

Step I: A verbal warning will be given with the President, another board member, and Coach Coordinator present with documentation

Step II: Written warning

Step III: Second written warning

Step IV: Termination



DISPUTE RESOLUTION FORM

Complainant:	
Skating Level:	
What happened? (Objectively state details)	
Who was involved? (Include names of parties involved and witnesses, if any)	
Where and when did the incident take place? (Identify the specific location, date and time of incident)	
Why do you believe this situation constitutes a concern?	
What would you like done?	
Complainant Signature	Date
Club Representative Signature	Date