



## Complaints/Dispute Reporting and Resolution Policy

The Whistler Skating Club (“WSC”) is dedicated to providing a fun, safe and friendly environment for all their members. All Members including skaters, parents, and coaches are encouraged to bring forward any serious concerns or complaints to the WSC Board of Directors using the Written Statement of Complaint Form. Over 90% of complaints received at Safe Sport involve 2 people who aren’t effectively relating to each other and don’t know how to resolve it:

- Parent alleges coach isn’t treating their child skater fairly
- Coach alleges parent is harassing them
- Coach alleges head-coach isn’t treating them fairly / bullying
- 2 Coaches not getting along
- 2 Skaters not getting along

### **Preliminary Requirements for Application of Policy**

Proceedings cannot be initiated under this policy unless:

- (a) each of the person(s) making the complaint and the person(s) who are the subject of the complaint were registrants at the time of such events; and,
- (b) were registrants at any time during the 12 month period immediately before the complaint is delivered;

### **The club will proceed as follows once a complaint has been received;**

1. An Executive Board member or Employment Committee member will contact the complainant to discuss the situation in detail and the outcome they are seeking.
2. The discussion will be recorded and identify if there is an immediate threat to the complainant.
3. If the complaint is serious in nature, the executive Board Member will inform Skate Canada via their policy procedure.
4. Within 2 weeks all parties involved will be spoken with and all relevant information recorded, protected and stored.
5. The Executive Board member or Employment Committee member and Coaching representative (if necessary) will decide on a realistic outcome, discipline and follow up meetings with parties involved.
6. The Executive Board member or Employment Committee member will present to a special Board meeting the resolution that benefits all parties involved. The board will have the power to:
  - Warn as to future conduct,
  - Suspend from membership,
  - Remove from membership any person found to have broken the GSC’s policies or Codes of Conduct.A board vote will be needed. Privacy of the members involved will be mandatory.
7. Response by the Member receiving the resolution approved will have 5 days to respond back to

the Executive Board member.

8. Communication in writing to both parties will be done once resolution has been agreed to and the complaint closed.

The above procedure will be followed however if a member has experienced personal harassment, which includes physical or verbal abuse (bullying behaviour) or has witnessed another member being bullied and would prefer to deal with Skate Canada directly, the member may also submit a complaint to the Complaint Review Officer ([safesport@skatecanada.ca](mailto:safesport@skatecanada.ca)) at the Skate Canada national office as per the process in the Skate Canada Membership Complaints, Hearing and Investigation Procedures Policy. This would also be the procedure for the appeal process.

In most severe cases the club would put in a report to Skate Canada once the process has started and have that documented for further review if necessary.

**WRITTEN STATEMENT OF COMPLAINT**

Please submit the completed form to the Whistler Skating Club administrator or Board of Directors. This form shall be utilized by anyone in the club membership wishing to report an incident of unacceptable behaviour. All incidents received in writing will be reviewed by the Whistler Skating Club Board of Directors.

Date of Complaint \_\_\_\_\_  
(MM-DD-YYYY)

**COMPLAINANT:**

Name: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

E-Mail: \_\_\_\_\_

**COMPLIANT:**

Location of incident: \_\_\_\_\_

Date and time of the incident: \_\_\_\_\_

Details of complaint: \_\_\_\_\_

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**WITNESS(ES) (if applicable)**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_