

Dispute Reporting and Resolution Policy and Procedure Gateway Skating Club

Purpose

The purpose of this policy is to provide a standardized process for Club Members to report disputes, ensuring that concerns are addressed fairly, promptly, and without fear of retaliation, as per **Bylaw 4.7 Dispute Reporting and Resolution**:

“The Club Board shall have a policy and procedure to handle general disputes within the Club to standardize the measures and procedures to ensure that Club Members have a process to report general disputes, confidence that there will be no retaliation or reprisal for reports made in good faith and reports will be investigated and dealt with within a fair and timely manner.”

1. Reporting Concerns

1.1 General Reporting Guidelines

In the matter of minor questions or concerns, club members should aim to resolve the issues directly with the relevant parties.

1.2 Reporting to Private Coaches

For most matters related to private lessons, club members should contact their primary coach directly. This includes but is not limited to questions and concerns around:

- Lesson scheduling, including on-ice and off-ice
- Training, development, competitions, and testing
- Coaching fees

1.3 Reporting Unsolved or Serious Concerns

In the event that an issue is unresolved, is serious in nature, or if there is a conflict of interest with reporting directly to the private coach or other relevant parties, the Vice President has been designated to receive reports on behalf of the club and will work collaboratively with the Director, the Board, and other parties as necessary. As such, the following process will ensue.

2. Timeliness of Reporting

2.1 Submitting a Report

All concerns must be submitted via email, to support@gatewayskatingclub.org

2.2 24-Hour Rule

Unless there is an immediate risk to safety, club members are asked to wait 24 hours after an incident before reporting, in order to ensure clear and open communication.

3. Board Process for Responding to Concerns

3.1 Acknowledgment of Receipt

Upon receiving a complaint or concern of:

- **Information/Clarification-Based Issues:**
The Vice President will respond directly, providing the necessary information or clarification. If additional information is required, they will acknowledge receipt and consult with the relevant board member or coach before responding.
- **Complaint or Dispute:**
The Vice President will acknowledge receipt. Maintaining full confidentiality, he/she will bring the matter to the Director and the Board's attention, providing a summary of the complaint without sharing identifying details.

3.2 Director & Board Discussion

Upon receiving the summary, the Director and the Board will discuss the appropriate next steps, which may include, but is not limited to:

- Establishing a subcommittee to investigate further
- Scheduling a meeting with appropriate parties
- Making decisions regarding the resolution of the issue

3.3 Reporting Back to the Complainant

Once the Director & Board have reviewed, investigated, and discussed the matter, the Vice President will communicate the resolution to the club member who submitted the matter.

4. Confidentiality and Non-Retaliation

4.1 Assurance of Confidentiality

All reports made in good faith will be treated confidentially, and members can trust that there will be no retaliation or reprisal for raising concerns.