



Complaint Reporting and Resolution Policy

Policy statement

To resolve complaints/concerns in a timely manner, in a way that respects and values the members feedback and privacy. To prevent further escalation of the complaint and documentation within our by-laws and policies.

What this organisation does

The purpose of this Club is to encourage the enjoyment, and advancement of all our members in all aspects of skating in accordance with the Rules, Policies and Procedures of SMSC and Skate Canada.

Definitions

Complaint – an ‘expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required’.

Compliment – a compliment is an expression of praise, encouragement or gratitude about a service that is funded, regulated or provided. It may be about an individual staff member, a team or a service.

Bullying is also a form of harassment and is “personal harassment” as defined in the Skate Canada Membership Complaint Policy section 9. (c). Skate Canada’s complaint policies are contained in the Policies and Procedures section of the rule book available on the Members Only portion of the Skate Canada web site under Technical & Programs > Rules > 2013 Official Rule Book > Policies & Procedures > Bylaws.

Statement of Intent

Skate Canada strongly condemns bullying, will not tolerate bullying by any of its members, and is committed to raising awareness of this issue and preventing and eliminating bullying behaviour within Skate Canada. Skate Canada recognizes that bullying can have a serious adverse impact on personal dignity, self-esteem, confidence, personal safety, performance, enjoyment of skating and of life itself. All Skate Canada members have the right to participate in a safe, supportive and caring environment free from harassment and they have the responsibility to contribute to the protection and maintenance of this environment.



What is Bullying?

Bullying is a form of personal harassment and includes physical or verbal abuse that occurs once or repeatedly. Bullying is intended to hurt and humiliate the victim and may include:

- Insulting or derogatory remarks or gestures
- Rude or vulgar language or gestures
- Shouting, yelling, swearing, name-calling
- Persistent unwarranted criticism
- Public ridicule
- Verbal, written (this includes all forms of social media) or physical threats and intimidation
- Hitting, kicking, pushing or other types of forceful physical contact

Bullying may occur in-person or through electronic means including e-mail, texting and social media.

Compliment and complaint process for our Members

SMSC Members may submit a complaint in confidence to feedback@smfsc.ca

SMSC is dedicated to nurturing a culture that supports skating in a fun and friendly environment that challenges everyone to perform at their very best.

SMSC will proceed as follows once the complaint has been received;

1. An Executive Board member (President or Vice-President) 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 members (President, Vice president) and Coaching representative (if necessary) will decide on a realistic outcome, discipline and follow up meetings with parties involved.
6. The Executive Board members will present to a special Board meeting the resolution that benefits all parties involved. 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 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 SMSC would put in a report to Skate Canada once the process has started and have that documented for further review if necessary.