

SMFSC Dispute Resolution Policy

The Streetsville Meadowvale Figure Skating Club (SMFSC) is committed to providing a safe, respectful, inclusive, and positive skating environment for all participants.

This policy outlines how concerns and disputes are reported and resolved in a fair, timely, and confidential manner. It encourages early resolution whenever possible and supports Safe Sport principles.

Purpose

The purpose of this policy is to:

- Provide a clear and simple process for handling complaints and disputes
- Ensure all members are treated fairly and respectfully
- Encourage early, informal resolution where appropriate
- Prevent escalation of issues
- Align with Skate Canada and Skate Ontario

Scope

This policy applies to:

- All members, skaters, coaches, volunteers, and parents/guardians
- All club activities, events, competitions, and communications
- Conduct both within and outside the club that may impact the club environment

This policy applies to general disputes, including:

- Disagreements between members
- Concerns about conduct, behaviour, or club decisions
- Breaches of club, Skate Canada, or Skate Ontario rules

This policy does **NOT** apply to:

- Abuse, harassment, or Safe Sport violations (these must be reported directly through Skate Canada Safe Sport)

Definitions

- **Complaint:** An expression of concern or dissatisfaction where a response is expected.
- **General Dispute:** A disagreement between individuals that affects the club environment or operations.
- **Bullying:** A form of harassment involving repeated or intentional behaviour meant to harm, intimidate, or humiliate another person. This includes verbal, physical, or online behaviour.

Reporting a Complaint

Members may submit concerns confidentially by email to feedback@smfsc.ca. All complaints should be made in good faith and include sufficient detail to allow the matter to be properly reviewed.

Complaint Process

Step 1 – Initial Review

- An Executive Board Member (President or Vice-President) will contact the complainant
- The concern and desired outcome will be discussed
- Any immediate safety risks will be identified and addressed

Step 2 – Early Resolution (Preferred)

- Where appropriate, the Club may encourage direct communication between parties or an informal resolution process
- Participation in informal resolution is voluntary and will not be used for disciplinary findings

Step 3 – Investigation (If Required)

- Relevant parties will be contacted
- Information will be collected, reviewed, and documented
- Confidentiality will be maintained to the extent possible, subject to the need to conduct a fair review

Step 4 – Decision

- The Executive (and Coach Representative, if required) will determine an appropriate outcome
- Outcomes may include corrective or disciplinary action, mediation, or other appropriate measures
- A special Board meeting may be convened if necessary

Step 5 – Outcome Communication

- A written decision will be provided to the parties involved
- The responding party will have 5 days to provide a response, if applicable

Step 6 – Closure

- Once the resolution is accepted or finalized, the complaint will be considered closed
- Records will be retained securely by the Club in accordance with its records retention practices

Escalation

If a concern cannot be resolved at the club level, it may be referred to Skate Ontario for further review and guidance.

Concerns involving harassment, abuse, bullying, or any matter that may involve physical or psychological harm must be reported directly through Skate Canada's Safe Sport reporting system at www.skate-safe.ca.

Confidentiality

All complaints will be handled confidentially to the extent possible. Information will only be shared where necessary to investigate the matter, address the concern, or meet with legal obligations. Any breach of confidentiality may result in disciplinary action.

Responsibilities

All members are expected to treat others with respect, follow club and Skate Canada policies, and report concerns through the appropriate channels. The Board is responsible for ensuring that complaints are handled fairly and promptly, maintaining secure records, and regularly reviewing this policy.

Timelines

An initial response will be provided as soon as possible. Investigations are typically completed within two weeks, though timelines may vary depending on the circumstances.

Costs

Each party is responsible for their own costs, if any. Where external mediation or arbitration is required, costs may be shared between the parties as deemed appropriate.

This policy will be reviewed periodically by the Board of Directors.

Last Updated / Effective Date: April 2026