

## **COMPLAINT, DISPUTE RESOLUTION SUSPENSION AND EXPULSION POLICIES**

Approved by VESC Executive on June 28<sup>th</sup>, 2018 and ratified by VESC members at the NEXT AGM (March 2019)

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### **3. Complaint, Dispute Resolution, Suspension and Expulsion Policies**

- 3.1. The Club supports Skate Canada and Skate Ontario's principles of Alternative Dispute Resolution and is committed to the techniques of negotiation, facilitation, mediation and arbitration as effective ways to resolve disputes with and among members, and to avoid the uncertainty, costs and other negative effects associated with litigation.
- 3.2. All grievances must be brought forward to the President/Vice-President in writing, signed by the member complaining. All such communications must be specifically referred to and dealt with by the Executive.
- 3.3. The Board of Directors may suspend or expel a member of the club for acting contrary to the By-laws, Rules and Regulations of Skate Canada, Skate Ontario or of the Club.
- 3.4. The following steps shall be taken in the event of a complaint or a dispute:
  - 3.4.1. The first step is for the member, volunteer, coach, or parent/guardian who believes that there has been a violation of any of the Club's rules, which include Skate Canada, Skate Ontario, Club, Coach and Parent Code of Ethics, to approach the member, volunteer, coach, or parent/guardian involved to discuss the situation and to advise that person of the rule that may have been violated. Should a skater have violated a rule, the matter should be brought to the attention of his/her coach and the coach should be asked to discuss it with the skater.
  - 3.4.2. If there is a second offense or if the situation is unresolved, the complainant shall make a written complaint to the Club's President or Vice President, who will notify all persons involved that the Board will review the complaint. The alleged offender has the right to respond in writing to the complaint. The Board will then review all written submissions. The Board's decision will be conveyed within 5 working days to all parties and a written warning and explanation of the rule sent to the offending party.
  - 3.4.3. If there is a subsequent offense, the complainant shall make an additional written submission to the Club's President or Vice President, who will again notify all persons involved that the complaint will be reviewed by the Board. The alleged offender again has the right to respond in writing to the complaint. The Board will review all written submissions to determine an appropriate suspension from Club's programs and events, regardless of location of that program or event, for a period of time based on the severity of the violation. The Board's decision will be conveyed within 5 working days to both parties.
- 3.5. The Club supports Skate Canada and Skate Ontario's policy with respect to Appeals. The purpose of this appeals policy is to enable disputes with members to be dealt with fairly, expeditiously and affordably, within Skate Canada and Skate Ontario, without recourse to formal legal and court-like procedures.
- 3.6. The following steps should be taken in the event an appeal is received:
  - 3.6.1. Should either party not be satisfied with the Board's decision, written application for an appeal hearing must be made to the President or Vice President within 5 working days of receipt of the Board's decision.
  - 3.6.2. The Board of Directors will hear the appeal. Both parties have the right to present their case in person.



3.6.3. The decision of the Board of Directors is the Club's final decision. If this decision is unsatisfactory to either party, s/he has the right to appeal to Skate Canada/Ontario.

**THE VALLEY EAST SKATING CLUB**

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On the 28 day of June, 2018  
(day) (month) (year)

Signed:

A handwritten signature in black ink, appearing to read "Ron Rancourt", written over a horizontal line.

Ron Rancourt, President

June 28<sup>th</sup>, 2018

Date