

## **Calalta's Dispute Resolution Policy**

### **May 24, 2018**

Calalta Figure Skating Club in alignment with Skate Canada supports the principles of dispute resolution and is committed to the techniques of negotiation, facilitation, mediation and arbitration as effective ways to resolve disputes with and among members.

- 1) In case of a conflict between Skate Canada members, the individuals involved in the dispute must make every effort to resolve the conflict amongst themselves;
- 2) Where reasonable efforts to resolve the conflict fail, a request may be made to the President of the Club at [president@calalta.net](mailto:president@calalta.net) for assistance to resolve the dispute;
- 3) The President will share the complaint with the Executive of the Board of Directors. Depending upon the complaint, the manner in which the Executive will handle may include the following:
  - a. Complaint is investigated;
    - i. The conflict is investigated and the findings shared with the Executive. The President will then contact the individuals involved and share the outcome that initiated the complaint. The President will then share high level findings with the Board.
  - b. Complaint is dismissed;
    - i. The decision to dismiss may be appealed to the Section. The Section can uphold the Club's decision to dismiss the complaint or refer the complaint to the Section's Dispute Resolution Policy;
  - c. Where the disputed parties agree in writing, the Club may refer a complaint to the Section Dispute Resolution Process for Resolution. Included in this will be a statement by the Club that reasonable efforts to resolve the conflict have failed;
  - d. If the conflict involves allegations of misconduct described in the Membership Harassment Policy or the Complaint Policy, the Club shall refer it to the National Complaints Review Officer or a Harassment Officer;

If you have any questions, please refer to the following policies or email the office at [info@calalta.net](mailto:info@calalta.net)

Important links:

[Skate Canada's Club Dispute Resolution Policy](#)

[Skate Canada's Section Dispute Resolution Policy](#)

[Skate Canada's Membership Complaints Policy](#)

[Skate Canada's Membership Harassment, Bullying and Discrimination Policy](#)

[Skate Canada's Membership Complaints, Investigation and Hearing Procedures](#)