



Category:	All Silver Blades Skating Club Members
Title:	Conflict Resolution Policy
Approved by:	Silver Blades Skating Club Board of Directors
Effective Date:	November 2019

**PURPOSE:**

To outline the process to be followed in the event of a conflict within Silver Blades Skating Club (henceforth called Club).

**POLICY:**

The goal is to resolve any dispute between a Complainant (individual(s) raising the concern) and a Respondent (individual(s) who are the subject of the concern) in a fair, effective, expeditious, and consistent manner. The Conflict Resolution Policy shall be initiated as soon as possible after the incident(s) or conduct which forms the basis of the concern. This process will be followed for disputes between members of the Club.

**PROCEDURE:**

1. When a Complainant has a concern, they are expected to make contact with the Respondent. Reasonable attempts to resolve the conflict between both parties should occur first, at an individual level.
2. Where reasonable attempts do not resolve the concern, the concern must be made in writing, including a description of the reasonable attempts, to the President of the Club. Anonymous concerns will not be addressed.
3. The President, in consultation with another board member or others as deemed necessary, will determine whether the concern is appropriate for this policy or if it should be dealt with through other policies (refer to paragraph 9).
4. Upon receipt of a written concern, the President will respond in writing to the Complainant, acknowledging receipt of the concern and include a copy of the Club's Conflict Resolution Policy. The Complainant will advise the President in writing, within 5 days, if they wish to pursue the concern according to this Conflict Resolution Policy and that they will sign a non-disclosure agreement.

5. Once permission is given to the President, an Advisory Committee (henceforth Committee) will be formed as per the Club's Constitution.
6. The Respondent will be notified by the Committee that a concern has been expressed and will be asked to sign a non-disclosure agreement. A copy of the concern and the Club's Conflict Resolution Policy will be provided. The Respondent will be requested to respond to the Committee, in writing, regarding the concern, within five days.
7. The Committee will meet with the Complainant and the Respondent, separately or together as deemed appropriate, to discuss the nature of the concern and to suggest solutions for a resolution.
8. The Committee will inform the board when resolution occurs. If resolution cannot be reached, the Committee will forward the concern to the Section (Skate Canada NL) Conflict Resolution Committee.
9. If a concern involves allegations of misconduct described in the Skate Canada Membership Harassment Policy or Complaints Policy, the President will refer it to the National Complaints Review Officer or a Harassment Officer.

\*If the conflict involves the President, the concern must be made in writing to the Secretary.

**KEY WORDS:**

Board of Directors – Voting directors of Silver Blades Board