



Brockville Figure Skating Club
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E-mail: skatebrockville@ripnet.com

Dispute Resolution Policy

Purpose: The purpose of the dispute resolution policy is to provide all members, parents, directors and coaches of the Brockville Figure Skating Club a framework by which they may have their disputes heard in a timely fashion by the appropriate committee and a mechanism whereby these matters are resolved to the satisfaction of all parties involved.

Method:

1. Parties involved in the dispute speak in person in an attempt to informally resolve the matter in question. If the matter is of a sensitive nature and cannot be resolved in this manner please proceed to step 2.
2. If the matter is not resolved by speaking in person to the other party a formal complaint may be addressed to the President of the Brockville Figure Skating Club or his/her designate. This complaint shall be in writing (form will be provided on the website and available in the music room) and contain the name and contact information of the person making the complaint and a brief synopsis outlining the dispute. The complaint may be made by mail to the club's mailing address, e-mail to the club's address, by dropping it in the mailbox in the music room at the Youth Arena. The President or designate shall then read the complaint and forward it to the appropriate committee who will contact the involved persons as soon as possible and attempt to resolve the matter in dispute.
3. Should the matter still not be resolved the complaint will be then forwarded to the Board of Directors to be dealt with and they shall advise the complainant as soon as possible of the outcome.
4. If after stage 3 the matter is still not resolved to the satisfaction of all parties involved the club will seek the assistance of the Skate Canada Eastern Ontario Section Office to attempt to resolve the issue(s) in dispute.
5. In seeking a resolution of all matters Skate Canada rules, the rules of the Skate Canada Eastern Ontario Section Office, and the constitution of the Brockville Figure Skating Club must be followed.

