

Management of Formal Complaints

1.0 Purpose

To provide a policy and procedure for handling of formal (written) complaints regarding:

- i. operations of Skate Saskatoon (the Club)
- ii. personal complaints (parents, guardians, skaters, coaches, administrative personnel, board members)

1.1 Policy Statement:

This policy is to ensure a consistent, documented procedure for dealing with formal (written) complaints to the Management of Skate Saskatoon and/or the Board of Directors.

1.2 Procedure

- An objective complaint review committee consisting of staff and board member(s) will be put in place by the board executive to address the complaint.
- The following are the requirements regarding the committee selection:
 - (a) There must be a minimum of one staff member and one volunteer board member.
 - (b) The minimum committee size should be three members.
 - (c) There is no conflict of interest for any committee members.
 - (d) There is a current active confidentiality agreement for any committee members.
- The committee's role will include the following:
 - (a) All complaints will be reviewed in consultation with Skate Canada policies and Skate Saskatoon policies to determine relevance of the alleged violation.
 - (b) Document the facts reviewing relevant video where applicable.
 - (c) Review the history of the person(s) the complaint pertains to.
 - (d) Determine and provide the board with a recommended course of action inclusive of a recommended deadline.
 - (e) Board approval/disapproval will be completed by a vote of greater than 50% of the voting members who do not have a conflict of interest (complaint committee members may vote if they are voting board members).
 - (f) Draft a document to advise the person(s) in writing the required course of action and the deadline for same, which will be forwarded to the person(s) by the staff member of the complaint committee (or the President if a staff member is unavailable and the President does not have a conflict of interest).

- (g) The staff member of the committee (or the President if the President does not have a conflict of interest) will ensure all related documentation is put on file including a copy of the email described in (f).

1.3 Exceptions

Exceptions to the Policy will be reviewed on a case-by-case basis and will require special circumstance approval.

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