

Conflict Resolution/Complaint Procedure:

If any club member(s) has a complaint against another member(s) for an infraction of any bylaw or rule other than skating rules, they may file such a complaint using the club's form to the board. The club recognizes and endorses the importance of due process and the resolution of complaints without fear of prejudice or reprisal. Accordingly, the club agrees that it will use its best efforts to encourage the informal and prompt settlement of complaints/complaints, as defined below. It is the intent of the club that these processes be the sole method for the resolution of all complaints, except in the case of those involving illegal activities (such as allegations of embezzlement or sexual assault). In those events, the board must contact a law enforcement official and allow the judiciary system resolve the complaint.

- A. A complaint is defined as an allegation by a club member or a group of club members that there has been a claimed breach, misinterpretation, or misapplication of club policy or procedure; or a claim of misconduct on the part of a board member or coach.
- B. Upon receipt of a complaint, a Review Committee of four members will be established including the club's vice-president as chair, the club's secretary, and two other board members appointed by the chair. In the event the vice-president is part of the complaint, the board will select another board member as chair. Appointed members will be first chosen first from the board if not involved in the complaint, and secondly from the general membership if not enough board members are available. General membership committee members will be granted same voting privileges as board members during the conflict resolution process.
- C. The Review Committee will attempt to settle the complaint, as given by the USFSA Conflict Management booklet. In the course of doing this, the Review Committee will collect all pertinent documents and will conduct informal discussions with and/or between the concerned parties, at all times preserving the confidentiality of its proceedings.
- i. Upon completion of the investigation, the resolution shall be put in writing by the Review Committee, reported to the WFSC Board in closed session and filed with the Secretary of the club.
- ii. Such resolutions shall not constitute a binding precedent in the disposition of similar complaints. No offer of settlement of a complaint by either party nor a suggested resolution by the Review Committee shall be admissible as evidence in formal complaint proceedings or elsewhere. This resolution can either be accepted or rejected by the board. If accepted by the board, the parties involved in the complaint may accept or reject the recommended resolution. If rejected, a written explanation including reasons and, if desired, suggested alternative solutions will be given.
- iii. The Review Committee shall advise each party to the complaint/grievance the acceptance or rejection by the other party, and, when alternative resolutions are suggested, of any change in their recommended resolution. In the event no resolution can be made with the parties involved, the club will file a grievance with the USFSA and both parties will split the filing fee (set at \$125.00 in 2012). The settlement reached with the USFSA will be final.

BEFORE YOU FILE A COMPLAINT

- Have you addressed the party involved?
- Addressed the issue with the coach (if the issue involves a skater)
- Address the issue with a Board Member

Winona Figure Skating Club Complaint Form

Contact Information for filer of complaint:

Name: _____ **Date:** _____

Address: _____

Phone Number(s) – List best number to be reached at first: _____

E-mail: _____

Nature of Complaint:

Date, time, and place of event leading to complaint: (there is a 30 day time limit to filing of complaints)

Detailed account of occurrence (include names of persons involved or witness to, if any):

Please state policies, procedures, or guidelines that you feel have been violated:

Proposed solution to complaint:

Please retain a copy of this form for your records. The signature below indicates that you are filing a complaint, have read the club's complaint procedure given on the back of this form, and any information on this form is truthful.

Filer's Signature

Date

Received by

Date

Winona Figure Skating Club Complaint Resolution Form

Investigation Team:

Names of team members:

Nature of Complaint:

Date, time, and place of interview(s):
Policy, Procedure, or Guideline violation(s):
Investigation team determination findings: (Complaint valid – Complaint not valid)
Resolution documentation:

This form must be kept on file with the Winona Figure Skating Board Secretary. _____

Complainant Signature

Defending Party Signature

Investigation Team Member Signature

Investigation Team Member Signature

Investigation Team Member Signature

Investigation Team Member Signature