

## **Champlain Valley Skating Club Complaint Policy and Procedure**

The Champlain Valley Skating Club (CVSC) believes in resolving conflicts at the lowest level. For example, a skater or parent of a skater with an issue with a coach should try to resolve that issue with the coach. We also recognize that conflicts may need to be mediated or adjudicated at a higher level. We therefore set the following procedure for conflict resolution:

### **TEAMS**

- Teams under the auspices of CVSC are governed by an Advisory Council (AC) per CVSC policy. Any CVSC member with a complaint or conflict with a decision or policy made by an AC is welcome to meet with that AC to resolve the issue. If an informal discussion fails to produce a satisfactory outcome, the member may ask for a formal vote of the AC on the issue. If the member is still not satisfied with the outcome or if the matter is of a magnitude that direct attention of the BOD is necessary the member may then bring the matter to the CVSC BOD which may take any or all of the following action(s):
  - Attempt to resolve the conflict with an informal discussion.
  - Assign a fact finding committee to examine the issue and report back to the Board.
  - Hold a hearing before the board with the involved parties.
  - Discussions and decisions of the BOD in regards to internal conflicts shall be confidential and final.

### **COACHES**

- Any CVSC skater or parent of a juvenile skater with a conflict or concern about a CVSC approved coach on a matter occurring during CVSC ice, may approach the CVSC coaches liaison to mediate the conflict if attempts to settle the conflict directly have failed.
- If the member is still not satisfied with the outcome or if the matter is of a magnitude that direct attention of the BOD is necessary the member may then bring the matter to the CVSC BOD which may take any or all of the following action(s):
  - Attempt to resolve the conflict with an informal discussion.
  - Assign a fact finding committee to examine the issue and report back to the BOD.
  - Hold a hearing before the Board with the involved parties.
  - Discussions and decisions of the BOD in regards to internal conflicts shall be confidential and final.

## OTHER CONFLICTS:

- If a member or parent of a juvenile member has a conflict or complaint involving any CVSC activity or policy, that person is welcome to attend any regular monthly meeting of the CVSC BOD to address their grievance.
  
- The CVSC BOD may take any or all of the following action(s):
  - Attempt to resolve the conflict with an informal discussion
  - Assign a fact finding committee to examine the issue and report back to the BOD.
  - Hold a hearing before the BOD with the involved parties.
  - Discussions and decisions of the BOD in regards to internal conflicts shall be confidential and final.