



# North Atlantic *Figure Skating Club*

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(207) 781-5058 [www.northatlanticfigureskating.org](http://www.northatlanticfigureskating.org)

## **CONFLICT RESOLUTION POLICY**

It is the expectation of the Board of Directors that good faith efforts will be made to resolve conflicts occurring between skater(s), coaches, parents and/or other members of the North Atlantic Figure Skating Club by informal means, including direct, one-on-one discussion and mutual resolution of issues. In the event that all informal means have been used and exhausted, the grievance procedures outlined below will be used.

The Board of Directors, or any member thereof, shall not be used as a means of complaint or conflict resolution. Any complaint directed to the Board of Directors, or any member thereof, will be turned over immediately to the Disciplinary/Complaint Review Board to be handled according to grievance procedures outlined below.

### Grievance Procedure

All conflicts involving the conduct of Club Members, Coaches, Directors, or Officers brought before the Disciplinary/Complaint Review Board shall be handled in a timely and confidential manner, assuring to any accused party a meaningful opportunity to confront any witnesses and to all parties an opportunity to be heard. Grievances must be filed by Club Members and must be signed and dated. In the event that the aggrieved person is under eighteen (18) years of age, their parent or other legal guardian must sign the grievance. Grievances may be initiated on the basis of a single event, or a series of events that are reasonably related to one another or that amount to a course of conduct.

The membership of the Disciplinary/Complaint Review Board shall consist of the Executive Committee of the NAFSC Board of Directors. Any individual of the Disciplinary/Complaint Review Board involved in the grievance shall be disqualified from serving and a replacement will be named.

All grievances shall be presented to the Disciplinary/Complaint Review Board in writing either via mail, email or hand delivered to a committee member within 10 days following the event(s) or incident(s) forming the basis of the grievance. The grievance shall contain at least the following information:

- a. names of the parties involved;
- b. reason for grievance (please cite specific policies, procedures, rules etc being alleged as violated);
- c. the nature of the grievance, including the date, time, and the nature of the conduct alleged to be at issue in the grievance, together with the names (if available) of any witnesses;
- d. informal steps taken in an effort to resolve the conflict, if any;
- e. the action(s) proposed to resolve the grievance.

Upon receipt, a copy of the grievance will be provided to the Disciplinary/Complaint Review Board and to the person(s) against whom the grievance has been filed. The review board shall consider all grievances and act upon them. For any grievance submitted to it, the Disciplinary/Complaint Review Board shall meet with the parties involved and gather information, construct possible solutions and work with the affected parties to implement a solution.

Disciplinary action, if required, may include the following:

- a. a written warning to any parties involved in the grievance;
- b. probation;
- c. suspension;
- d. expulsion;
- e. such other disciplinary measures as the Disciplinary/Complaint Review Board thinks it appropriate to recommend.

Once the Disciplinary/Complaint Review Board has arrived at its decision, written notification shall be sent directly to the parties involved in the grievance, describing the actions (if any) taken, and the specific terms, conditions, and basis for the decision. Such notification shall be provided to the parties as promptly as possible after the review board has arrived at its decision, but not later than seven (7) business days following the meeting at which the review board made the decision. The Disciplinary/Complaint Review Board decision shall be final, subject to any rights that any party to the grievance may have to appeal that decision to U.S. Figure Skating.