

Policy: GEN 1

# Conduct and Complaint Policy



## Policy Intent

The Sherwood Park Skating Club endeavours to provide a safe environment for our skaters, coaches, trainers, and volunteers. In recognition of this desired outcome, this policy establishes a procedure for conflict resolution and concerns respecting the Skate Canada Code of Conduct.

## Scope

This policy applies to all members of the Sherwood Park Skating Club, as well as coaches and trainers contracted by the Sherwood Park Skating Club to provide services to its members.

## Framework

As a member club, the Sherwood Park Skating Club adheres to the Skate Canada Code of Conduct and upholds its standards and values. For reference, the Skate Canada Code of Conduct can be found on its website, as updated from time to time.

The Sherwood Park Skating Club utilizes Skate Canada certified skating coaches, for whom mandatory training includes certification in Respect in Sport, a commitment to the Skate Canada Code of Conduct, and other educational requirements to support a safe sport environment. Further, the Sherwood Park Skating Club Board of Directors has completed Respect in Sport Activity Leader training.

In addition to its commitment to the Skate Canada Code of Conduct, the Sherwood Park Skating Club works to ensure that profanity, foul language, intimidation, slander, abusive behaviour, or harassment of any kind is NOT tolerated in its programming.

To support effective implementation, the Sherwood Park Skating Club will communicate this policy to all of its members through a variety of mechanisms, including through email communication, posting on its website, and through educational and training opportunities offered from time to time.

## Process

Skate Canada utilizes Skate Safe, an independent third party, to investigate complaints. Access to this process is available to all members, coaches, trainers, and volunteers of the Sherwood Park Skating Club. At any point in a conflict or potential code of conduct violation, person(s) may choose to access this process without interference.

Notwithstanding the above, where there is a conflict or potential violation of the code of conduct, it is incumbent on the individuals involved in the incident and/or behaviour to identify the conflict or potential violation to the offending individual(s). As a first course of action, resolution between the parties should be sought. For clarity, where the individuals involved in the incident are minors, it is intended that the minor's parent/guardian be responsible for this action.

Should that attempt at resolution prove ineffective, the parties may escalate the concern to the Sherwood Park Skating Club Parent Liaison. There shall be a minimum of two (2) Parent Liaisons appointed – one for recreational programs and one for figure skating programs.

The Parent Liaison shall work to understand the issues and offer advice and support for effective resolution. At any time, the Parent Liaison may elect to escalate the incident(s)/behaviour(s) to the Board for further resolution or support the aforementioned process with respect to the Skate Safe process.

Should a complaint be escalated to the Board, it shall endeavour to understand the issues and determine the appropriate resolution. Resolution may involve actions and decisions up to and including termination of membership as set out in the Sherwood Park Skating Club's bylaws as updated from time to time and/or termination of contractual and volunteer relationships as set out in any respective contracts. The Board may also elect to seek independent investigation into the complaint through the Skate Safe process.

