



Complaints Policy

Date in effect: August 2017

Updated: May 2018

This policy applies to complaints about Arctic Edge Skating Club activities, programs, services, members, staff or volunteers. The purpose of this document is to outline the process that will be followed with the goal of resolving the dispute between the Complainant (individual(s) raising the concern) and the Respondent (individual(s) who are the subject of concern) in a fair and equitable manner. It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.

1. The Complainant is encouraged to first make a reasonable attempt to communicate their concern to the Respondent and to resolve the complaint/conflict between themselves. After a 24 hour assessment period, the Complainant should contact the Respondent to set up a meeting time and place to address the incident. Complaints should be addressed within 14 days of the incident.
2. If the Complainant does not feel comfortable approaching the Respondent, they may submit a written request to the Club Chairs to speak to the respondent regarding the complaint/concern on their behalf. Complaints should be submitted within 14 days of the incident.
3. If this does not address the complaint or resolve the issue to the satisfaction of the Complainant, they may submit a written complaint to the Club Chairs to bring to the executive at the next executive meeting for further consideration and assistance.

If the complaint involves conflict between club members and/or harassment, refer to the BC/YK Section Skate Canada "Conflict, Mediation & Harassment Policy" found on our website.

Complaints will not be received via in person communication or telephone. Should we require further information we will contact you for clarification. In order to preserve the integrity of our skating environment we urge all parents and skaters to voice their concerns in the appropriate manner as opposed to public criticism of Board members or coaches in the stands or dressing rooms during skating sessions. We will attempt as much as possible to treat each member of AESC in a respectful and genuine manner and will expect to be treated in the same manner.