



West Hillhurst Skating Club Conflict and Dispute Resolution Policy

Applies to: all West Hillhurst Skating Club (WHSC) members

Implementation Date: May 1, 2026

Policy Statement:

As a member of Skate Canada & Skate Alberta, it is the expectation that all members of the West Hillhurst Skating Club (WHSC or the Club) adhere to the rules & policies of both governing sports organizations as well as rules and regulations set out by the WHSC. All club members include the Board of Directors (the Board), Coaches, Skaters, Program Assistants (PA's), Parents/Guardians and may also include Volunteers and/or Spectators.

Scope:

This policy applies to all individuals during WHSC business, activities, and events, including but not limited to: practices, competitions, assessment days, events, training camps, ice shows, meetings, and other volunteer opportunities.

Standard Operating Principles:

As an organization, WHSC is committed to fostering a sport environment that is free from misconduct and maltreatment that reflects our core values of respect, dignity, and fairness.

We share this responsibility with all members of the skating community, including athletes, coaches, officials, volunteers, and administrators at all levels of our sport.

General:

A 24 hour cooling off period must be taken prior to filing a complaint, however the complaint must be filed within two weeks of the incident.

No person is permitted to disclose either the existence of a complaint or information about the complaint, except for the purpose of complying with the objective of the Conflict and Dispute Resolution Policy. Information shared will be kept confidential.

WHSC may summarily dismiss a complaint and there shall be no appeal process from the Club's decision.

Informal Conflict Resolution Procedure:

- It is the intent of this policy to encourage members and coaches to resolve conflicts and foster good will through direct dialogue whenever possible, before following formal resolution procedures.
- The techniques of negotiation, facilitation, mediation and arbitration are effective ways to resolve disputes.
- The individuals involved in the dispute must make every effort to resolve the conflict between them.
- If a member of the Club believes another member has violated one or more of the Club's bylaws, regulations, or policies, the complaining member may file a written complaint with the Board at president@westhillhurstskating.com within two weeks of the alleged violation(s), for assistance in resolving the dispute.

Club Formal Conflict Resolution Procedure:

Once a written complaint is filed to the President: [Complaint of Dispute Form](#)

1. The President will acknowledge the receipt of the complaint within two business days of receiving it.
2. The President will make meeting arrangements. Meetings must:
 - a) Include a minimum of two members of the Board
 - b) Take place in a neutral, comfortable location
 - c) Meeting minutes must be taken
3. The purpose of the meeting is to:
 - a) Ensure the Board clearly understands the circumstance and details of the complaint
 - b) Explain the Conflict and Dispute Resolution Policy steps to the complainant
 - c) Ensure the complainant desires to move forward in the process
4. Once approval to proceed has been granted:
 - a) The complainant will have their name mentioned with discussing their concern with others involved
 - b) The President will inform all involved parties of the complaint
 - c) All involved parties will receive copies of the written complaint
 - d) Involved parties will have one week to provide written responses to the President
5. The President, along with the 2 Board members present at the meeting, will then investigate the statement of conflict and response through interviews conducted with:
 - a) Complainant and respondent
 - b) Other involved parties named in complaint
 - c) Witnesses
 - d) Director of StarSkate or Director of CanSkate (providing not named in complaint)
6. The Board will provide a confidential, written report to all parties involved that includes:
 - a) The original complaint
 - b) Record of findings during the interviews
 - c) Recommendations as to how to resolve the issue appropriately and/or course of actions
 - d) The Board will follow Skate Canada and/or other sport bodies' guidelines for dispute resolution and subsequent actions

7. Following the Board's written report, both parties:
 - a) Have seven days to inform the board in writing if they accept the recommendations.
 - b) Should both complainant and respondent accept all recommendations, the dispute will be considered resolved.
 - c) Should a resolution not be found, the Board will refer the matter to Skate Alberta or Safe Sport for assistance.
8. Should both parties accept the recommendations, the Board will follow up with both parties in six weeks to ensure all are following recommendations made.

Decisions/Sanctions/Suspensions/Expulsions:

The Board or Coach has the authority to remove any skater, PA, or volunteer from the ice for non-compliance of WHSC policies.

- 1st offence - Verbal warning for non-compliance may be issued by the Board or Coach. The skater or PA's parent/guardian will be informed, should the skater be under the age of 18.
- 2nd offence - Should an additional warning be deemed necessary, the Board or Coach will provide a written warning to the skater and family, requesting parent/guardian meeting
- 3rd offence - After a 3rd offence, the skater will receive a one month suspension. This includes regular ice practice, competitions, assessment days, ice shows and PA duties. No compensation will be provided and any outstanding fees will still be required.
- 4th offence - Full expulsion from the Club and all its activities.

As per West Hillhurst Skating Club bylaws, a member or skater may be terminated or superseded by majority resolution of the Board of Directors in the event a member fails to remain in good standing with either Skate Canada, the club, the coaches or fails to observe and conform to the rules and regulations of Skate Canada, Skate Alberta or the Club's policies and/or bylaws.