

## **Shaker Figure Skating Club Grievance Procedure**

If any club member (including skater, professional / coach and/or any parent or guardian of a minor club member) has a complaint against another club member(s) for a violation of any bylaw or code of conduct, they may file such a complaint **in writing** to the Vice President of the Shaker Figure Skating Club. Such complaints will be investigated according to the outlined steps described below.

### **ATTEMPT AT RESOLUTION PRIOR TO FILING OF THE WRITTEN COMPLAINT**

The Shaker Figure Skating Club encourages all club members to make every reasonable effort to address their concerns and resolve their issue(s) with another club member informally before filing a formal, written grievance. It is in the best interest of all involved with the SFSC if we are able to resolve our differences on our own, without the need for a formal grievance. Also, please remember the Codes of Ethics in addressing these issues privately. Please do not raise an issue or a difference in a setting where other members of the Club are present, especially the children. SFSC recommends that the matter be addressed either outside of the ice rink or in a setting outside of the view and hearing of others.

### **FORMAL WRITTEN GRIEVANCE**

If you are unable to resolve your grievance informally and wish to have intervention by the Shaker Figure Skating Club, then you must file a formal, written grievance. The procedure for filing a written grievance is as follows:

**STEP I: FILING OF THE WRITTEN GRIEVANCE**

- Your written grievance must be filed within 15 days of the event in question.
- The written grievance is considered filed when it is submitted to the Vice President of the Shaker Figure Skating Club, along with a refundable filing fee of \$50.00.\*

[\*The filing will be refunded upon the resolution of the grievance.

The only exception to this rule is if the individual who has filed the grievance fails to show at a scheduled hearing. In the event of a failure to appear at a scheduled hearing, the filing fee will be forfeited and not refunded].

- The form to complete for a written grievance is attached to this document.
- The Vice President of SFSC will acknowledge receipt of the written grievance to the individual(s) filing the grievance.
- The Vice President of SFSC or a designee will speak with the individual(s) raising the grievance and attempt to resolve the issue prior to the process described in Step II. If the grievance and/or dispute is able to be resolved to the satisfaction of the individual(s) raising the grievance and the individual(s) raising the grievance has agreed not to proceed to Step II of the Grievance Procedure, then the Vice President will report the fact that (1) a grievance was filed

and (2) the grievance was resolved, to the Pro Committee or Executive Committee at the next scheduled meeting.

**STEP II: DISTRIBUTION OF FORMAL WRITTEN GRIEVANCE**

Within 30 days of the date that the written grievance is filed, the Vice President will:

- Provide a copy of the written grievance to the individual(s) whom the grievance addresses.
- Submit the written grievance to all members of the Pro Committee or Executive Committee.
- The Pro Committee or Executive Committee will discuss the matter as a Committee and determine whether a Hearing is necessary.

**STEP III: HEARING ON GRIEVANCE:**

- If deemed necessary and appropriate, a Grievance Hearing date will be scheduled and all parties are required to appear in front of the Pro Committee or Executive Committee.
- Prior to the Hearing, the individuals(s) to whom the grievances is addressed will be afforded an opportunity to respond in writing and the same will be provided to all members of the Pro Committee or Executive Committee, as well as to the individual(s) who filed the grievance. The

time intervals for the written responses will be established at the time that the Hearing date is scheduled.

**STEP IV: DETERMINATION OF THE PRO COMMITTEE / EXECUTIVE COMMITTEE**

If the Pro Committee or Executive Committee finds the accused member, parent/guardian and/or professional / coach guilty of a violation, the Committee may recommend to the Board a penalty for the misconduct. All disciplinary action will be determined on a case-by-case basis.

The Shaker Figure Skating Club values its members and believes that immediate termination of membership/contract is appropriate only in serious cases of misconduct. Consistent with this belief, it is the SFSC's general policy to correct misconduct before it rises to a level requiring discharge. Accordingly, the SFSC has the option of using the following progressive discipline process:

Step 1: Verbal Warning

Step 2: Written Reprimand

Step 3: Suspension and/or Termination of Membership

Because some misconduct warrants skipping steps in the process, the SFSC reserves the right to immediately terminate a contract/membership or skip any step(s) in the progressive discipline process.

The decision of the SFSC in this process will be final and binding.

**Shaker Figure Skating Club**

**Grievance Form**

NAME \_\_\_\_\_

PHONE \_\_\_\_\_

E-MAIL \_\_\_\_\_

You must provide the following information in the grievance report:

1. The date and time of the event in question:

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2. A specific statement of the written code of conduct, policy and/or procedure violated. What action or conduct constituted the violation and what happened? Who was involved?

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Total number of pages attached \_\_\_\_\_

3. The resolution or remedy you want.

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Total number of pages attached \_\_\_\_\_

4. Are there any witness(es)? Will they be willing to testify?

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