



# General Dispute Reporting and Resolution Policy and Procedure

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**Document Classification:** Policy and Procedure

**Associated Document:** UCSC Discipline Policy, UCSC Confidentiality Policy

Implementation Date	June 1, 2022
<b>General Dispute Reporting and Resolution Policy</b> and <b>General Dispute Reporting and Resolution Procedure</b> documents combined	June 2025
Next Board Review	June 2028

## 1. Purpose and Overview

The Upper Canada Skating Club (“UCSC” or “the Club”) is committed to providing a safe, inclusive, professional, and respectful environment for all participants. This document outlines the policy principles and step-by-step procedures for reporting, investigating, and resolving general disputes at UCSC.

It aims to ensure:

- Clear, consistent reporting and resolution processes
- Confidentiality to the extent possible
- Protection against retaliation for those acting in good faith
- Fair, timely, and impartial resolution of disputes

## 2. Scope and Applicability

This policy and procedure apply to all UCSC stakeholders, including:

- Skaters and registrants
- Parents/guardians
- Coaches and staff
- Volunteers
- Participants in UCSC-hosted programs, competitions, or events

It applies to Club-related activities on and off the ice, including practices, meetings, events, and travel. Conduct outside Club activities may also fall under this policy if it:

- Affects relationships within the Club
- Harms the Club’s reputation
- Is of general concern to the skating community

Violations of UCSC, Skate Ontario, or Skate Canada policies may result in disciplinary actions. UCSC reserves the right to determine applicability on a case-by-case basis.

### 3. Definitions of General Disputes and Misconduct

#### 3.1 General Disputes

General disputes include, but are not limited to:

- Breaches of UCSC rules or contracts
- Conflicts between participants
- Violations of Skate Ontario or Skate Canada policies not classified as misconduct

#### 3.2 Misconduct (Handled Separately)

Misconduct refers to serious actions that cause or risk causing harm. These complaints are automatically redirected to the **Skate Canada External Case Manager**:

- Online: [www.skate-safe.ca](http://www.skate-safe.ca)
- Phone: **1-833-723-3758**

Examples include:

- Physical, emotional, or sexual abuse
- Neglect or grooming
- Retaliation or manipulation of the complaint process
- Abuse of authority, bullying, harassment, or discrimination
- Filing false or malicious complaints
- Failing to report misconduct

### 4. Reporting a Dispute

#### 4.1 How to Report

All general disputes must be submitted in writing to:

[uppercanadaskating@gmail.com](mailto:uppercanadaskating@gmail.com)

#### **Required in the report:**

1. Description of the issue and desired outcome
2. Supporting details: dates, witnesses, emails, breached policies

Reports should be submitted within 30 days of the incident. Submissions up to 6 months post-incident may be accepted under exceptional circumstances. Late reports may be declined if investigation is no longer feasible.

### 5. Assessment Process

Upon receiving a report, the Club Manager will:

- Assess its merits
- Confirm receipt and acceptance within 10 business days
- Notify affected parties
- Determine resolution timelines in consultation with the Board
- Form a Dispute Resolution Committee if needed

## **6. Resolution and Investigation**

### **6.1 Investigation**

The Committee (if formed) will:

- Review all submitted materials
- Interview involved parties and witnesses
- Seek a mutually agreeable resolution, if possible

### **6.2 Resolution Methods**

- Direct communication
- Early resolution facilitation
- Mediation (by a qualified neutral party)
- Arbitration (if appropriate)

Appointed neutral parties may include a facilitator, mediator, or arbitrator. If a resolution is reached, it is documented and shared with involved parties.

### **6.3 Investigation Report**

- Findings and recommendations are documented in a formal report
- The report is submitted to the Board for review
- Board approval is required for sanctions beyond a reprimand
- Complaints against coaches may be escalated to Skate Ontario or Skate Canada

## **7. Decisions and Outcomes**

### **7.1 Notification**

All involved parties will receive written notice including:

- Summary of findings
- Any corrective or disciplinary measures
- Information about appeal rights

### **7.2 Timelines**

Decisions will be issued:

- Within 30 days of resolution
- Or within 60 days of report acceptance

Extensions will be communicated as needed.

## **8. Disciplinary Measures**

**Sanctions** may include:

- A verbal or written reprimand
- Probation or participation restrictions
- Suspension or permanent expulsion from the Club

**Remedial actions** may include:

- A written apology
- Education, counselling, or training
- Fines or restitution

All documentation is retained in accordance with UCSC's **Record Retention Policy**.

## 9. Appeal Process

### 9.1 Grounds for Appeal

Appeals are permitted only on **procedural grounds**, including:

- Breach of process
- Decision made outside jurisdiction
- Evidence of bias or misuse of discretion

Appeals cannot be submitted by individuals who violated confidentiality during the resolution process.

### 9.2 Hierarchy of Appeals

- Decisions by the **Club Manager** → appeal to **UCSC Board**
- Decisions by the **UCSC Board or Committee** → appeal to **Skate Ontario**
- **Skate Ontario** decisions → may be appealed to **Skate Canada**

### 9.3 Submitting an Appeal

Submit to: [complaints@skateontario.org](mailto:complaints@skateontario.org)

Subject: *Appeal of Decision from Upper Canada Skating Club dated [DD/MM/YYYY]*

Include:

- Notice of intent to appeal
- Appellant's contact details
- Decision copy or description
- Grounds and supporting evidence
- Rationale for challenging the decision

Appeals must be submitted within **30 days** of the decision.

## 10. Confidentiality

All reports, investigations, and outcomes are confidential. Information may only be disclosed to those involved in the process or as required by law. UCSC will make reasonable efforts to maintain privacy.

Breaches of confidentiality are taken seriously and may result in disciplinary action. For more information, see the **UCSC Confidentiality Policy**.

## 11. Records and Timelines

If a timely resolution is not possible, timelines may be adjusted. All documentation—including reports, findings, and decisions—will be securely stored according to UCSC's Record Retention Policy.