General Dispute Policy

Theses are the step to be taken should a Parent, Skater, Coach, or Board member have a general dispute.

1. Skate Canada strongly encourages that the individuals involved make every effort to resolve the dispute amongst themselves. If the dispute is resolved among the parties, then no escalation is required. If no resolution is meet proceed to the next step.

2. Ask for the appropriate third party to mediate a meeting. Your third party can include one of the following: Professional Coach Board representative, President, CANskate Co-Ordinator, or STARskate/Assessment Co-Ordinator. If the dispute is resolved at this stage, then no escalation is required. Notes will be made on the dispute and resolution if one has been reached, signed by parties involved and kept on file. If no resolution has been met proceed to next step.

3. Complaints of General Disputes must be submitted in writing to the club or skating school as the first step to resolving the dispute. The mediation notes and dispute info submitted will be review by the Board of Directors. The board will decide what the next steps if any and let the parties involved know in writing.

   WHAT THE COMPLAINT SHOULD CONTAIN
   The complaint of general disputes must be submitted in writing (email or mail). It should contain as much information as possible about the dispute which is the subject of the concern, including but not limited to dates, times, and locations of the dispute (as applicable), names of any witnesses to the dispute(s), and a detailed description of the dispute.

   ACTING IN GOOD FAITH
   Anyone reporting a concern must be acting in good faith and have reasonable grounds for believing the information being reported is true and accurate. Any allegations that prove not to be substantiated and prove to have been malicious or intentionally false will be viewed as a serious offence, subject to disciplinary action.

4. Complaints of General Disputes may be referred in writing to your Local Section Office. Please note above what the complaint should contain.

5. A general dispute can be escalated to Skate Canada as a final appeal or if the Section is implicated in the dispute, it should be reported directly to Skate Canada. Complaints can be submitted to safesport@skatecanada.ca.

Updated August 15th 2026

Management of Formal Complaints Policy

The purpose is to provide a policy and procedure for handling of formal (written) complaints regarding:

i. operations of Skate Battleford (the Club)

ii. personal complaints (parents, guardians, skaters, coaches, administrative personnel, board members)

Policy Statement: This policy is to ensure a consistent, documented procedure for dealing with formal (written) complaints to Skate Battlefords Board of Directors.

1.1 Procedure

1. An objective complaint review committee consisting of staff and board member(s) will be put in place by the board executive to address the complaint.
2. The following are the requirements regarding the committee selection:
   (a) There must be a minimum of one staff member and one volunteer board member.
   (b) The minimum committee size should be three members.
   (c) There is no conflict of interest for any committee members.
   (d) There is a current active confidentiality agreement for any committee members.
3. The committee's role will include the following:
   (a) All complaints will be reviewed in consultation with Skate Canada policies and Skate Battlefords policies to determine relevance of the alleged violation.
   (b) Document the facts reviewing relevant video where applicable.
   (c) Review the history of the person(s) the complaint pertains to.
   (d) Determine and provide the board with a recommended course of action inclusive of a recommended deadline.
   (e) Board approval/disapproval will be completed by a vote of greater than 50% of the voting members who do not have a conflict of interest (complaint committee members may vote if they are voting board members).
   (f) Draft a document to advise the person(s) in writing the required course of action and the deadline for same, which will be forwarded to the person(s) by the staff member of the complaint committee (or the President if a staff member is unavailable and the President does not have a conflict of interest).
   (g) The staff member of the committee (or the President if the President does not have a conflict of interest) will ensure all related documentation is put on file including a copy of the email described in

1.2 Exceptions:

Exceptions to the Policy will be reviewed on a case-by-case basis and will require special circumstance approval by the Board of directors and submitted in writing to all parties.

UPDATED August 15th, 2026

Suspension and Expulsion Policy

Definitions

Club – Skate Battlefords
Parent – Any legal caregiver including, but not limited to: biological parent, stepparent, legal guardian, or foster parent.
Skater – An active participant in the programming provided by Skate Battlefords.
Skating Club Executive – Members of the Board of Directors as defined by Skate Battlefords Constitution and By-laws.
Contracted employee – Coach or individual hired by the Club to provide a service to the Club.
Discipline Committee – Consists of the President, Coach Liaison, and one other member of the Skating Club Executive.

Purpose

Parents, skaters, contracted employees, and the Skating Club Executive are expected to fulfill certain responsibilities and obligations including, but not limited to, Skate Battlefords Code of Conduct. Non-compliance may result in sanctions as outlined in this policy.

Application

Any behavior that is contrary to Skate Battlefords Code of Conduct may lead to disciplinary action from the Skating Club Executive. The President, on the recommendation from the Discipline Committee, has the authority to suspend any member for various actions until the Skating Club Executive conducts a meeting to determine sanctions.

Procedure

Any individual may report a complaint to the Club. The complaint must be provided in writing and filed with the Skating Club Executive within 14 days of the alleged incident. The President may then initiate the investigation process by delegating the complaint to the Discipline Committee. The Discipline Committee may conduct their business in-person, via telephone, or via email as appropriate. A minimum of two members of the Discipline Committee must be present to conduct business of the committee.

Investigation

The Discipline Committee upon receipt of a complaint will:

1. Declare any conflicts of interest so a new member of the executive may be appointed temporarily to the committee until matter in question is resolved.
2. Conduct a thorough investigation to gather all relevant information.
3. Invite the individual under investigation to provide explanation of the events, and may request that the individual under investigation appear before the committee to address the allegations and provide further explanation. This appearance shall be considered a hearing of the Discipline Committee.
4. Determine a recommended sanction, if necessary.

5. Convene a meeting of Skate Battlefords Board of Directors to present a summary of the event and recommended any sanctions.

Disciplinary Action

When determining appropriate disciplinary sanction, the Discipline Committee can consider:

- The nature and severity of the infraction
- If the infraction was an isolated incident or part of an ongoing pattern.
- The age of the complainant.
- Whether the individual under investigation admitted responsibility and expressed a willingness to change.
- Other mitigating factors not listed above.

The disciplinary committee may hold a hearing for determining appropriate sanctions. If the individual being disciplined chooses not to participate in the hearing, the hearing may proceed without their participation. Where the individual acknowledges the facts of the incident, he or she may waive the hearing, in which case the disciplinary committee shall determine appropriate disciplinary sanctions and make those recommendations to the Skating Club Board of Directors.

The disciplinary committee may recommend the following sanctions singly, or in combination as deemed appropriate:

1. Written reprimand to be placed in the individual's file.
2. Written apology by the individual.
3. Suspension from certain Skate Battlefords events which may include lessons, special events, competitions or future such events.
4. Suspension from certain Skate Battlefords activities such as participation as a skater, coach, volunteer or employee for a designated period.
5. Suspension from all Skate Battlefords activities for a designated period.
6. Revocation of individual membership in Skate Battlefords.
7. Revocation of family's membership in Skate Battlefords in the case of serious breaches of the Code of Conduct by a parent.

The Skating Club Board of Directors can approve sanction recommendations of the Discipline Committee via simple majority.

Appeal Process

Decisions can be appealed in writing to the Skating Club Executive within 48 hours of their delivery. A decision cannot be appealed on merits alone. Within 7 days of receiving the notice of appeal, the Vice-President shall decide whether one of the grounds for appeal validates a hearing. An appeal may be heard by the full Skating Club Executive within 7 days of the appeal being granted.

Sufficient grounds for appeal include:

- The Discipline Committee making recommendations for which it did not have authority.
- Failure to follow procedures laid out in this policy

- Identified bias in the decision-making process
- Indiscretion of the Discipline Committee

If the appeal is denied based on insufficient grounds, the appellant shall be notified of this decision, in writing, giving reasons within 7 days of the denial.

Last Revised on August 15th 2026