

Red River Valley FSC Conflict Resolution Policy

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

If you are unable to resolve your grievance informally and wish to have intervention by the Red River Valley FSC, then you must file a formal, written grievance. The procedure for filing a written grievance is as follows:

Step 1—Filing of the Written Grievance*

1. Your written grievance must be filed within 14 days of the event in question.
2. The written grievance is considered filed when it is submitted to the President of the Red River Valley FSC. The form to complete for a written grievance is attached to this document.
3. The President of the RRVFSC will acknowledge receipt of the written grievance to the individual(s) filing the grievance.
4. The President of the RRVFSC 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 2. 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 2 of the grievance procedure, then the President will report the fact that a grievance was filed and the grievance was resolved, to the Board at the next scheduled meeting.

**If the grievance is being filed against the President or the individual filing the grievance is not comfortable with the President handling the issue, the Vice President or Secretary can fulfill the steps listed in this process where the term "President" is used.*

Step 2—Distribution of the Formal Written Grievance

Within 15 days of the date that the written grievance is filed, the President will:

1. Provide a copy of the written grievance to the individual(s) whom the grievance addresses.
2. Submit the written grievance to the Conflict Resolution committee.
3. The Conflict Resolution committee will discuss the matter as a committee and determine whether a hearing is necessary.

Step 3—Hearing on Grievance

1. If deemed necessary and appropriate, a Grievance hearing date will be scheduled and all parties are **required** to appear in front of the Conflict Resolution Committee.
2. Prior to the hearing, the individual(s) to whom the grievance is addressed will be afforded an opportunity to respond in writing and the same will be provided to all members of the Conflict Resolution Committee, as well as 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 4—Determination of the Committee

If the Conflict Resolution 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 misconduct. All disciplinary action will be determined on a case-by-case basis. The Board will vote on a disciplinary action based on the Committee recommendation.

Disciplinary Actions

The Red River Valley FSC values its members and believes that immediate termination of membership is appropriate only in serious cases of misconduct. Consistent with this belief, it is the RRVFSC's general policy to correct misconduct before it rises to a level requiring discharge. Accordingly, the RRVFSC 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 RRVFSC reserves the right to immediately terminate a membership or skip any step(s) in the progressive discipline process. The decision of the RRVFSC in this process will be final and binding.

Red River Valley FSC
Grievance Form

Name: _____

Phone: _____

Email: _____

You must provide the following information in the grievance report:

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

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?

Total number of pages attached: _____

3. The resolution or remedy you want the Conflict Resolution Committee to take:

Total number of pages attached: _____

4. Are there any witnesses? Will they be willing to testify if necessary? If yes, please provide name(s) and phone number or email addresses.
