



Dispute Resolution Policy

Mission Statement To ensure that a forum is provided for the concerns and complaints of members of the Ajax Skating Club (“ASC”) to be addressed and resolved in a timely, efficient and appropriate manner. Members are encouraged to bring forward any serious concerns or complaints to the Ajax Skating Club (“ASC”) Board of Directors using the Complaint Form attached hereto as Schedule “A”.

Procedure

- a) All complaints must be forwarded to the ASC Board of Directors in writing using the Complaint Form (attached hereto as Schedule “A”), which shall be completed in full. The ASC Board of Directors will not initiate any action based upon anonymous complaints.
- b) The written Complaint Form and any accompanying documentation, if any, shall be delivered and/or dropped in door slot to the ASC Board of Directors at the ASC Office during office hours or mailed to ASC, 75 Centennial Rd, Ajax, ON L1S 4S4.
- c) The Complaint Form and any accompanying documentation must be received by the ASC Board of Directors within one month of the alleged incident.
- d) The ASC Board of Directors shall have thirty (30) days in which to confirm in writing to the complainant that the Complaint Form was received.
- e) Copies of the Complaint Form and any accompanying documentation will be forwarded to the appropriate parties, including the alleged offending party. The alleged offending party will be given fifteen (15) days in which to provide a written response to the complaint.



Schedule “A” Dispute Resolution Form

Please submit the completed form to the ASC Board of Directors. This form shall be utilized by anyone in the ASC membership wishing to report an incident of unacceptable behavior. All incidents received in writing will be reviewed by the ASC Board of Directors. The volunteers will work within available resources and constraints to address the complaint.

Today’s Date: _____

Name: _____

Address: _____

City: _____

Phone Number: _____

Email Address: _____

Signature: _____

1. Location of incident: _____

2. Date and time of incident: _____

3. Details of complaint:

4. Name(s) of witnesses: _____

5. Please attach a clear description, maximum of one (1) page with any additional information.