

CONFLICT RESOLUTION POLICY

To file an official complaint, please refer to the attached, Eugene Figure Skating Club (EFSC) "Conflict Resolution Form;" This document is on the EFSC website: <http://www.eugenefsc.org/>

Conflict is a natural part of life. Dealing with it in an effective and meaningful way is the main difference between a healthy organization and an unhealthy one.

The EFSC Board of Directors is committed to policies and procedures that prevent conflict, and tools to resolve conflict when it occurs. We believe that effective conflict resolution helps us to disagree respectfully, understand others better, and to grant everyone respect.

ATTEMPT AT RESOLUTION PRIOR TO THE FILING OF THE WRITTEN COMPLAINT

The EFSC encourages all club members, **Learn to Skate USA** members, parents, skating families, and rink visitors during EFSC Club Ice Time to:

make reasonable efforts to raise their concerns and resolve issues(s) with other club members and Learn to Skate USA members, parents, skating families, and rink visitors informally before filing a formal written complaint.

It is in the best interest of everyone involved with EFSC if we can resolve differences ourselves, without the need for a formal complaint.

Also, please remember the Code of Conduct in addressing these issues privately.

EFSC recommends that the matter be addressed either outside of the ice rink or in a setting outside of the view and hearing of others. In the Club's experience, the attempt to resolve conflicts at the rink in itself can be stressful and upsetting to other EFSC Club Members, Learn to Skate USA members, parents, skaters and Rink Exchange visitors. Resolving conflicts privately, away from the rink allows for a safer environment for all. In choosing a location, all parties should agree before attempting to resolve an issue.

If you are unable to resolve your conflict informally and wish to have intervention by EFSC, then you must file a formal, written complaint. If you need assistance to resolve a conflict, find an unbiased third person trusted by both parties to assist you.

A conflict is defined as:

- an allegation by a single or group of club member(s), Learn to Skate USA member(s), parent(s), coach(es) or volunteer(s) that:
 - there has been a claimed breach, misinterpretation or misapplication of club policy or procedure;
 - or a claim of misconduct on the part of another member, board member, coach, parent or volunteer.

This applies to the EFSC Code of Conduct USFS Code of Conduct and Code of Ethics, USFS Safesport Initiative, EFSC Bylaws, and The Rink Exchange rules. The procedure for filing a written complaint is as follows:

Step 1 – Filing of the Written Complaint

1. Your written complaint must be filed within 14 days of the date of the event in question and must be submitted with the attached form.

2. The complaint is considered filed when **received** by the appointed EFSC board designee.

3. After the complaint is filed, the Board designee will acknowledge receipt of the complaint to the person making the complaint.

4. The EFSC Board designee will speak with the individual(s) raising the complaint and attempt to resolve the issue prior to moving to Step 2. If the complaint and/or dispute is able to be resolved to the satisfaction of the individual(s) raising the complaint and the individual(s) raising the complaint agree not to proceed to Step 2 of the Conflict Resolution Policy, then the Board designee will report the fact that a complaint was filed and the complaint was resolved, to the Board of Directors at the next scheduled meeting.

*If the complaint is being filed against the Board Designee or the individual filing the grievance is not comfortable with the Board Designee handling the issue, another member of the board or a club member will be assigned to handle the issue.

Step 2 – Distribution of the Formal Written Complaint

The formal written complaint will be the attached form, “Conflict Resolution Form.” Within 15 days of the date that the written complaint is filed, the Board Designee will:

1. Provide a copy of the written complaint to the individual(s) whom the conflict addresses.

2. Submit the written complaint to the Safesport committee.

3. The designated Committee will then have 15 days to discuss the matter as a Committee and determine next steps in the resolution process. The resolution process should provide all parties adequate time to submit a written response and/or preparation time in case a formal hearing is part of the resolution process.

Step 3 – Determination of the Committee

The Designated Committee will report its findings to the Board of Directors. If warranted, any Disciplinary action will be determined by the Board of Directors on a case-by-case basis.

DISCIPLINARY ACTIONS

The EFSC values its members and believes that immediate termination of membership/contract is appropriate only in serious cases of misconduct. Consistent with this belief, the EFSC’s general policy to correct misconduct before it rises to a level requiring discharge. Accordingly, the EFSC 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

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Because some misconduct warrants skipping steps in the process, the EFSC Board of Directors, following the guidelines stated in the next section, reserves the right to immediately terminate a membership/contract or skip any step(s) in the progressive discipline process. The decision of the EFSC Board of Directors in this process will be final and binding.

ADDITIONAL GUIDELINES

The EFSC Board designee will ensure that only non-involved, objective parties are mediating the problem. In certain cases, to avoid a conflict of interests, the Board designee may substitute one or more members of the designated committee with temporary member/s selected from the board or general membership. Similarly, one or more board members may be requested to not participate in the final voting process. To seek guidance, the Board designee may involve the OSC, US Figure Skating Liaison, US Figure Skating Membership Chair, US Figure Skating Committee Chairs, or other Subject Matter Experts.

The EFSC protects the rights of all parties. This includes but not limited to: non-retaliation to member/s submitting a complaint and the presumption of innocence of the member/s receiving the complaint. Please consider all facts before filing a complaint; a history of submitting non-substantial complaints based on rumors or falsified information may lead to disciplinary actions.

Prior to any grievance being filed with US Figure Skating or PSA, conflict resolution within the EFSC as defined above must be attempted.

**EUGENE FIGURE SKATING CLUB
CONFLICT RESOLUTION FORM**

Please refer to the "Code of Conduct" attached above for a description of EFSC's policies. This entire document is also on the club's website at <http://www.eugenefsc.org/>

Instructions:

Submit this form to the EFSC President or designee. This form can be found on the EFSC's website, <http://www.eugenefsc.org/>. Only EFSC members, Learn to Skate USA program members, parents of club members and Learn to Skate USA members, and volunteers are allowed to submit a written complaint.

When a board member is notified of an allegation, he/she must refer the allegation to the EFSC President or designee as soon as possible and no later than five days after becoming aware of the allegation.

Select Your Position in this Complaint:

- I am the person alleging the misconduct, harassment, discrimination, or abuse. OR:
- I am referring the complaint on behalf of the person alleging misconduct, harassment, discrimination, or abuse.

Name:

Date:

Signature:

I am a: Club Member Coach/Program Director Skater Parent
 Board Member Other:

Phone number:

Cell number:

Address:

Person against whom allegation of harassment, discrimination, or abuse is being made:

Name: He/She is a: Club Member Coach/Program Director Skater Parent
 Board Member Other:

In the space below and/or additional attachments, describe the events and/or behaviors that are the subject of the complaint. Include any individuals you have talked to within the club, names of witnesses, as well as dates, times, and locations. Also include references to EFSC or USFSA bylaws or Code of Conduct or Code of Ethics, SafeSport rules, Oregon State Law, or other rules that you claim have been violated.
