

Southern Valley Figure Skating Board

Conflict Resolution Policy and Procedure

Southern Valley Figure Skating exists to encourage the instruction, practice and advancement of all types of ice skating. We strive to encourage and cultivate a spirit of goodwill among all members of our club; however, we realize that there are times when conflict may occur between members. When conflict does occur, we encourage individuals to work together to informally resolve the conflict. Such effective conflict resolution helps us build stronger, more respectful and understanding relationships.

If informal resolution is not enough to resolve the conflict a written formal grievance may be filed with the Southern Valley Figure Skating Board by any member for an infraction of any club bylaw, club rule, club policy, club procedure, or behavioral misconduct using the process outlined below.

1. The complaint must be filed within 15 days of the incident, infraction or discovery of the alleged violation.
2. A formal complaint form (located on the club website) is to be completed for the formal complaint. The form requires the following information:
 - a. Name, contact information, U.S. Figure Skating membership number (if filer is a member of U.S. Figure Skating or Learn to Skate) of each party/parties filing the complaint and signature of the party/parties filing the complaint.
 - b. First and Last name (if known) of the party/parties against whom the complaint is brought.
 - c. The specific bylaw, rule, policy, procedure or guideline allegedly violated or alleged behavioral misconduct.
 - d. A statement of the facts surrounding the alleged violation. Include all necessary information such as date and time, location, specific facts, witnesses and testimony.
 - e. Description of actions taken to attempt to resolve this matter informally.
 - f. The desired action or outcome the grievant wishes to be taken to resolve the conflict by the board.
3. All complaint report forms will be submitted to the club president via e-mail to president@svfsc.org. If the club president has a conflict of interest in the matter, the complaint will be submitted to another club officer.

The Southern Valley Figure Skating Club Board will take all formal grievance reports seriously and will fully investigate it to the best of their ability. However, the club is not obliged to provide any outcomes of the investigation or consequences, if any are determined.