



PCSC Dispute Resolution Policy

This policy does not apply to employment matters, misconduct, or harassment.

If necessary, please follow the reporting procedure outlined in the Workplace Violence and Harassment Policy and Procedure for The Port Credit Skating Club

The Port Credit Skating club abides by the [Skate Canada Dispute Resolution Policy](#) in regards to the following principles:

1. PCSC supports the principles of conflict resolution and is committed to the techniques of negotiation, facilitation and mediation and arbitration as effective ways to resolve disputes with, and among, its members and coaches.
2. In cases of conflict between PCSC members and/or coaches, the individuals involved in the dispute must make every effort to resolve the conflict amongst themselves.
3. Where reasonable efforts to resolve the conflict fail, a request may be made to the PCSC Board of Directors for assistance to resolve the dispute.

If reasonable efforts to resolve a conflict have failed, and the disputing parties agree in writing to engage in Dispute Resolution the following procedure is to be followed:

1. Submit in writing to the Pro Liaison or the President of the Club the wish to participate in mediation. If, for any reason, the person needs help to write the request, the Club should provide it.
2. The PCSC Executive Committee appoints a Board Member and another individual, who may or may not be a skate Canada member, to mediate the dispute.
3. The mediators contact the parties as soon as possible to arrange a meeting between the parties to resolve their dispute.
4. All parties must engage in the process in good faith with intent to resolve the dispute.
5. The purpose of the process is to avoid judgment or assigning blame, and is meant to facilitate a mutually satisfactory resolution between parties.
6. If the parties are able to achieve a resolution of their dispute, the mediator shall write out the terms of the parties' agreement which shall be final. Copies of this agreement will be provided to both parties and the Club Secretary, with the understanding that the Board will support the upholding of the terms/agreement. If both parties do not uphold the agreement, the PCSC President will make a decision to resolve the dispute.
7. If the parties are unable to resolve the dispute, or uphold the agreement established, the PCSC President will make a decision to resolve the dispute. The President may conduct his or her own investigation to gather more information needed to come to a decision.
8. There shall be no appeal to this decision.



9. All information about the nature of the complaint and information gathered from the mediation process is to be kept confidential.
10. If one or both parties wish to appeal the PCSC decision they should refer to Skate Canada's Membership Complaint Policy and may escalate the issue as per the "Permitted grounds for complaint" listed in such policy.

proliaison@portcreditfsc.ca

Skate Canada

- [Club Dispute Resolution Policy](#)
- [Section Dispute Resolution Policy](#)
- [Membership Complaints Policy](#)