



## **Chaska Figure Skating Club Conflict Resolution Process**

*The CFSC Board of Directors is committed to establishing solid policies and procedures that can prevent conflicts, and tools to deal with a conflict when it occurs. We believe that effective conflict resolution can help us learn to disagree respectfully, to understand each other better, and to respect everyone in our organization.*

### **Process of Conflict Resolution for Chaska Figure Skating Club Members:**

#### **ATTEMPT AT RESOLUTION PRIOR TO FILING A WRITTEN COMPLAINT:**

The Chaska Figure Skating Club encourages all club members to make every reasonable effort to address their concerns and resolve their issues(s) with another club member informally before filing a formal written complaint. It is in the best interest of all involved with CFSC if we are able to resolve our differences on our own, without the need for a formal complaint. Also, please remember the Code of Conduct in addressing these issues privately. CFSC recommends that the matter be addressed either outside of the ice rink or in a setting outside of the view and hearing of others.

If you are unable to resolve your conflict informally and wish to have intervention by the Chaska Figure Skating Club, then you must file a formal, written complaint. A conflict is defined as an allegation by a club member or a group of club members 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, a board member or coach. This applies to the CFSC Code of Conduct, USFS Code of Conduct and Code of Ethics, USFS SafeSport Initiative and CFSC Bylaws. The procedure for filing a written complaint is as follows:

### **Step 1 – Filing of the Written Complaint**

The formal written complaint will be the completed 'CFSC Conflict Resolution Form,' which is attached to this document.

- 1.) Your written complaint must be filed within 14 days of the occurrence, or discovery of the infraction, whichever is later.
- 2.) The written complaint is considered filed when it is submitted to the Officers of the Chaska Figure Skating Club.
- 3.) The President or Secretary of the CFSC will acknowledge receipt of the written complaint to the individual(s) filing the complaint.
- 4.) Within 10 days, two or more of the Officers of the CFSC or a designee will speak with the individual(s) raising the complaint. If the complaint and/or dispute is able to be resolved at this step it will not proceed to Step 2 of the Conflict Resolution Process. The President or Secretary will report the fact that a complaint was filed and the complaint was resolved, to the Board of Directors at the next scheduled meeting.

### **Step 2 – Continuation of the Formal Written Complaint**

If the written complaint was not resolved in Step 1, the President or Secretary will, within 7 days:

- 1.) Provide a copy of the written complaint to the individual(s) whom the conflict addresses, who will then have 10 days to respond.
- 2.) If appropriate, the written complaint will be forwarded to the designated Committee.
- 3.) Upon receipt of the response, or if the 10 days pass without a response received, the Officers or designated Committee will then have 15 days to discuss the matter and determine next steps in the resolution process.

### **Step 3 – Determination of the Validation**

The Officers or designated Committee will review and consider all information received and determine validation of the complaint. This will be reported to the Board of Directors at its next scheduled meeting. If warranted, any disciplinary action will be determined by the Board of Directors on a case-by-case basis.

## **DISCIPLINARY ACTIONS**

The Chaska Figure Skating Club values its members and believes that immediate termination of membership/contract is appropriate only in certain, serious cases of misconduct. Consistent with this belief, it is the CFSC's general policy to correct misconduct before it rises to a level requiring discharge. Accordingly, the CFSC has the option of using Levels 1-4 as a progressive discipline process. Level 5 may be combined with any Level 1-4 action.

**Level 1: Verbal Warning**

**Level 2: Written Reprimand**

**Level 3: Come before the CFSC Board**

**Level 4: Suspension and/or Termination of Membership**

**Level 5: Fine(s) and/or restitution or forfeiture**

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

## **ADDITIONAL GUIDELINES**

The Officers of the CFSC will seek to ensure that only non-involved, objective parties are mediating the problem. If necessary, one or more members of the designated committee may be selected from the Board or general membership. To seek guidance, the Officers may consult with USFS.

The CFSC tries to protect the rights of all parties, including 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, the Conflict Resolution Process within the CFSC as outlined above must be attempted.

## **CFSC CONFLICT RESOLUTION FORM**

Please refer to the USFS and CFSC Parent Code of Conduct and Chaska Figure Skating Club policies regarding member and parent/guardian responsibilities, course of action, implementation, and disciplinary actions.

### **Instructions:**

Submit this form to the Officers of the Chaska Figure Skating Club. Only members of the Chaska Figure Skating Club are allowed to submit a written complaint.

If a Board member is notified of an allegation, he/she must refer the alleged to the Officers of Chaska Figure Skating Club 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 this complaint on behalf of another person alleging misconduct, harassment, discrimination, or abuse. That person's name is: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Address: \_\_\_\_\_

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

Signature (person filing or referring complaint): \_\_\_\_\_

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

Name: \_\_\_\_\_

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

Using 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 CFSC or USFSA bylaws or Code of Conduct or Code of Ethics, SafeSport rules, Minnesota State Law, or other rules that you claim have been violated.