

Mississauga Artistic Swimming Club



Policy Title	Conflict Resolution Policy
Approving Authority	Board of Directors
Adopted	December 15, 2022
Current Version Approved	December 15, 2022

Purpose

The purpose of this Conflict Resolution Policy (the “**Policy**”) is to provide for a procedure for the documentation and resolution of complaints made by a member, athlete or coach against another.

Guiding Principles

- It is in the interest of all parties that conflicts are dealt with promptly and resolved as quickly as possible
- Review of complaints shall be fair, impartial and respectful to all parties
- Complainants are advised of their options to escalate their complaint to OAS or CAS if they are dissatisfied with the outcome
- Complainants are provided clear and understandable reasons for decisions relating to complaints
- Updates are provided to all parties during the review process
- Complaints are used to assist in improving policies and procedures

Types of Complaints

Definition: A complaint is an expression of dissatisfaction about the treatment, actions, or lack of action by MASA as an organization, or a coach, athlete or other member.

Examples include, without limitation:

- Perceived failure to do something agreed upon;
- Failure to observe policies or procedures, including those of OAS and/or CAS;
- Unfair or discourteous actions or statements by a coach, athlete or member; or
- Retaliatory actions or statements by a coach, athlete or member.

Anyone affected can complain and their complaint will be reviewed in accordance with this Policy.

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SupportZone Service

SupportZone is an independent, confidential, and safe place where athletes, coaches, parents, and members can share, ask questions, and validate concerns about a variety of topics including questions about discrimination, harassment, or maltreatment. The service is available by emailing supportzone@sportlaw.ca. Leadership coaches will provide support, information, resources, and a discussion about available options and possible next steps.

Reaching out to SupportZone does not mean a person is filing a complaint; all information will remain confidential unless the complainant proceeds to the Informal or Formal Complaint processes.

Informal Conflict Resolution

Individuals should first attempt to resolve the issue informally and in a timely manner, whenever possible. The person with the complaint should speak to the person(s) involved and inform them that their conduct or actions were inappropriate, and ask for them to stop and/or be rectified. The complainant shall advise the Director of Human Resources by email (hr@swimmasa.com) that a conflict has arisen and that they wish to attempt to procure an informal resolution. The complainant need not provide details of the conflict or the people involved at this stage. The informal resolution should be discussed in a meeting that:

- Is scheduled in advance, at a convenient time for all involved, and in a location suitable for all that ensures confidentiality;
- Only includes those that are directly involved.

If an informal resolution fails to resolve the issue, or if the circumstances are such that an informal resolution is not possible or appropriate, a formal complaint should be submitted, as below.

Formal Complaint Receipt and Handling

- A complaint shall be made in writing to the President (president@swimmasa.com) and Director of Human Resources (hr@swimmasa.com), within twenty-four (24) hours of the occurrence of the incident giving rise to the complaint (the “**Incident**”). The written complaint must include supporting details, including a brief overview of the matter, the name(s) of any person(s) involved, any potential witnesses, and any attempts made to resolve the conflict.

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- If a complaint is made to someone other than the President or Director of Human Resources, such person shall forward the complaint to the President or Director of Human Resources immediately upon receipt of the complaint
- The President and/or Director of Human Resources shall, within twenty-four (24) hours, acknowledge the receipt of the complaint
- The Director of Human Resources shall, as soon as reasonably practicable after receiving the complaint investigate the complaint by:
 - Meeting with the complainant to discuss the contents of the complaint and the resolution that the complainant is seeking;
 - Meeting with the person against whom the complaint has been made to explain the complaint and to gather information regarding the Incident
 - Meeting with any other person who may have knowledge regarding the Incident to gather further information
- All parties involved will be kept informed of the status of the complaint
- Within seven (7) days of the last of the foregoing meetings, the Director of Human Resources will prepare a written resolution and submit it to the complainant, the person against whom the complaint was made, and the President.
- If the complainant or any individual being sanctioned as a result of the written decision disagrees with the written decision, they may submit a “Request for Reconsideration” to the President. Requests for Reconsideration must be submitted within three (3) days of receiving the written decision. The President shall review the complaint and written resolution. Should they deem it necessary, they will, at the Club’s expense, refer the complaint to an independent, third-party Safe Sport Officer, who will coordinate a formal dispute resolution procedure. The Safe Sport Officer’s decision shall be final.

General Provisions

- MASA will endeavor to keep complaints confidential until the Director of Human Resources deems it necessary to reveal to any party involved (i) the existence of the complaint, and (ii) the contents of the complaint.
- During any investigation, no party involved may take any action that could impact their regular obligations or commitments to MASA unless there is a direct threat to health and safety in carrying out such obligations.
- This Policy shall be read in conjunction with the CAS Discipline and Complaint Policy & Procedure and the OAS Prevention of Maltreatment Policy & Procedure (the “**CAS and OAS Policies**”). In the event of any conflict between this Policy and the CAS and OAS Policies, such conflict shall be resolved in favour of the latter and the CAS and OAS Policies shall govern.

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- If the complaint is not resolved to the satisfaction of the complainant, they may escalate the complaint to OAS and/or CAS pursuant to the CAS and OAS Policies, or either one of them.