



SKATE MARTENSVILLE
Box 707 Martensville SK, S0K2T0
Email: skatingclub1@gmail.com

Dispute Resolution Process

When reporting concerns or issues, except those that place someone in immediate danger, all parties must follow the 24-hour rule.

24-hour rule: When an issue occurs and a party has a resulting complaint to make or issue to be resolved, they are asked to wait 24 hours, then put the issue in writing and submit it to Skate Martensville via email (skatingclub1@gmail.com). It is very important that all parties involved take the full 24 hours to remove or decrease the emotional element so that the actual issue can be resolved quickly, in a civilized manner, and to everyone's satisfaction.

All concerns or complaints must be communicated in good faith and in a respectful manner with the goal of finding a constructive resolution.

Once received, Skate Martensville will determine the severity of the concern/issue:

1. Informal, interpersonal, or first-time concern
 - a. The board will offer a liaison to assist with discussion
2. Serious or repeated issue, or ongoing concern
 - a. The board will initiate a formal dispute resolution process, involving speaking to individuals involved and any pertinent witnesses
3. Serious misconduct or safety-related
 - a. These will be referred immediately to [Skate Canada's Safe Sport](#)

If an issue or concern cannot be resolved by Skate Martensville, please refer [to Skate Canada's flowchart for Reporting General Disputes](#) for next steps.