

CANMORE NORDIC SKI CLUB (CNSC)  
DISPUTE RESOLUTION POLICY

**1. General Grievance and Appeal Procedure**

Any member of Canmore Nordic Ski Club (CNSC) may file a grievance, or appeal a decision that directly affects him or her. Additionally, parents and/or guardians may file appeals on behalf of minor-aged children. The following procedure will be used to resolve a grievance or appeal:

- A grievance or appeal must be submitted in writing to the CNSC President and Vice-President.
- The grievance or appeal will be made to a Review Body comprised of:
  - One representative from the original decision, one person not involved in the decision/or grievance, one CNSC Board Member

The grievance or appeal will be reviewed within 10 days of receipt. The Review Body will be chaired by either the President or a Vice-President of the CNSC Board of Directors.

A decision will be communicated to the aggrieved/appellant within 3 days of the Review Body reaching its decision. Notwithstanding the timelines identified above, the Review Body is in charge of its own procedure and may, if appropriate and necessary, amend the time within which things may be done.

**2. Further Right of Appeal**

- Should the process outlined in the “General Grievance and Appeal Procedure” fail to produce an outcome satisfactory to the aggrieved/appellant, the option of further right of appeal may be exercised.
- In such case, the subsequent grievance or appeal will be reviewed by a three-person Further Right of Appeal (FRA) Review Body comprised of:
  - One member of the original Review Body; and, two persons involved neither in rendering the original policy or decision which led to the grievance/appeal, nor the original Review Body.

(Suitable candidates for an FRA Review Body may include former Board Members, Board members or staff of other divisions, Board Members or staff of other Provincial Sport Associations, etc)

- The Further Right of Appeal Review Body will be struck and the grievance or appeal reviewed within 7 days of receipt.
- A decision will be communicated to the aggrieved/appellant within 3 days of the FRA Review Body reaching its decision.

- Notwithstanding the timelines identified above, the FRA Review Body is in charge of its own procedure and may, if appropriate and necessary, amend the time within which things may be done.
- The Decision of the FRA Review Body will be final.