



**CONFLICT of INTEREST POLICY**  
**Complaint Policy and Procedure**  
**2008-2009**

1. The Board of Alpine Ski Nova Scotia will respond to any complaint that a member or parent of a member has concerning Board operations, including the conduct of coaches, officials, clubs or volunteers. In doing so, the Board of Alpine Ski Nova Scotia recognizes that the speedy resolution of disputes, in a way that is designed to permit all members to continue to work together for the good of skiing, is the primary value to be served. “Member” means a member of Alpine Ski Nova Scotia at the time the complaint is made.
2. When required, the Board of Alpine Ski Nova Scotia will form a Complaints Committee of not less than two and not more than three members of the Board appointed for purposes of a complaint by the Chair of the Board, and may include the Chair of the Board. Members of the Complaints Committee should have experience in the issues surrounding the complaint. The Executive Director may not be a member of a Complaints Committee, but may serve as an administrative assistant to the Committee and be present during its proceedings.
3. When a complaint is made to the Board in writing, or when the Board decides on its own to initiate the investigation of a matter that could be the subject of a complaint, the person or the club to whom the complaint relates will be given a written summary of the factual assertions that form the basis of the complaint. No anonymous complaints will be dealt with by the Board of Alpine Ski Nova Scotia.
4. The person whose behavior is the subject of complaint, and the Club(s) to which the complaint relates, will be provided with an opportunity to respond to the complaint in writing within not less than 7 days.
5. Whether or not a response is received within the time provided, the complaints Committee of the Board Alpine Ski Nova Scotia will determine the appropriate resolution of the complaint. The appropriate resolution of the complaint may include a decision to investigate the matter further, or to take no further action on the complaint.
6. If either the person or Club making the complaint, or the person or Club responding to the complaint, feels aggrieved by the decision of the Complaints Committee of the Board of Alpine Ski Nova Scotia, they may request an opportunity for all parties to express their position in relation to the complaint in person. This will be achieved by a hearing at the next regularly scheduled or special meeting of the Board of Alpine Ski Nova Scotia that is able to be arranged by the Chair of the Board or her/his designate.
7. When dealing with a hearing under clause 5, the Executive or Board may make any decision that could have been made by the Complaints Committee.
8. Nothing in this Complaints Policy and Procedure should be interpreted in a way that is inconsistent in any way with the constitution of Alpine Ski Nova Scotia, or the constitution, by-laws, and rules of Alpine Canada Alpin.