

**ST. MORITZ ICE SKATING CLUB, INC.
CONFLICT RESOLUTION POLICY**

From time to time, Club or Board members may find that they are involved in a conflict or controversy which relates to ice rules / etiquette or the club's bylaws that cannot be resolved solely by the invested parties. Therefore, the St. Moritz ISC has adopted the following policy to assist with conflict resolution between its members.

All grievances or reports of conflict must be made in writing to a member of the Board of Directors and must be signed by the party filing the grievance or report. Anonymous grievances will not be investigated. Depending on the nature of the grievance or conflict, the SMISC Board of Directors shall select a person or create a review panel of at least three people to investigate and to mediate a solution to the conflict through the procedure outlined below. If the conflict involves any member of the Board, such person shall not be included in this selection process.

Conflict Resolution Procedure

Step 1: Clarify the conflict.

Step 2: Interview the parties involved.

Step 3: Identify the solutions.

Step 4: Select the appropriate solution.

Step 5: Follow through and evaluate the solution.

If there is an impasse and no resolution was reached:

- The SMISC Board of Directors shall determine if the appropriate person or people were selected to mediate.
- The parties will go back to the beginning and attempt to work through the process again with the same or a different mediator(s).

If there is still an impasse the parties involved in the conflict have the right to seek the advice of the membership liaison in the area or, as a last resort, consult the U.S. Figure Skating Grievance Committee Chair.

There is a fee to formally file a grievance with U.S. Figure Skating (paid by grievant).