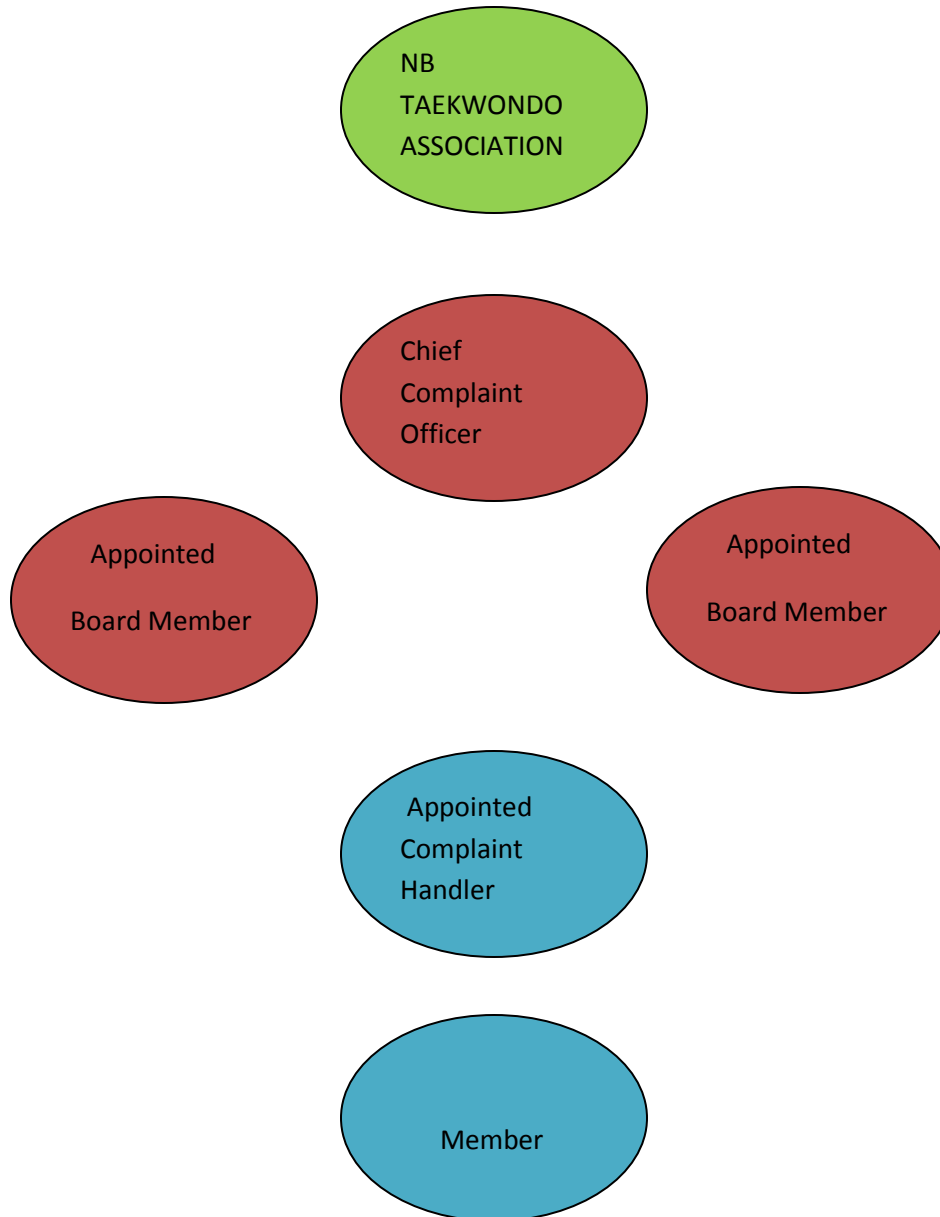


# New Brunswick Taekwondo

## Complaint, Grievance, Dispute Resolution Policy and Procedure for Members

### Structure



## Official Layout

### Chief Complaint Officer - 1 year term

Duties- to handle initial complaint

- To start the initial process
- To improve and stream line procedures and policies
- To liaison with NB Taekwondo
- To manage the board or electives once a complaint process begins
- To complete the complaint process and file administration
- To provide job duties and description to the appointed officials.

### Appointed- Complaint Handler - Appointed by NB Taekwondo Association (at time of complaint)

Duties

-To assist the member with their complaint, grievance, conflict following NB Taekwondo policies and procedures.

- To represent the members wishes if he or she requests.
- To provide information as to the policies and procedures.
- To provide information and refer the member to the appropriate people to best handle the complaint, grievance, and dispute.

### Appointed Board member-1- Appointed by NB Taekwondo Association (at time of complaint)

Duties

- To litigate the complaint, grievance, conflict process within the NB Taekwondo bylaws
- To act in the best interest of fair play and the code of conduct
- To make impartial decisions based on fact and within the boundaries of NB Taekwondo

### Appointed Board member-2- Appointed by NB Taekwondo Association (at time of complaint)

Duties

- To litigate the complaint, grievance, conflict process within the NB Taekwondo bylaws
- To act in the best interest of fair play and the code of conduct
- To make impartial decisions based on fact and within the boundaries of NB Taekwondo

## Complaint, Grievance, Dispute Resolution Policy and Procedure for Members

1. Any person may make a report of a complaint grievance or dispute to NB Taekwondo where any issue directly impacts the member or the activities of the member. The complaint, grievance or conflict complaint must be in writing within a reasonable amount of time.
2. The member must be in good standing with the NB Provincial taekwondo body or have been in good standing at the time the grievance, complaint, dispute took place.
3. Any member lodging a vexatious or malicious complaint should expect discipline if it is discovered that a party used this process against a person where the facts given were found to be deliberately untrue.

The member making the complaint, grievance, dispute is entitled the following.

### Confidentiality

Only the people directly involved in the grievance or complaint can have access to the information relevant to that complaint. Your details will be kept completely confidential should it be possible however the principle of natural justice may require disclosure of your details to the party you are making an allegation against. Disclosure of your details is at the discretion of the appointed board handling the complaint in conjunction abiding by the Canadian law of confidentiality.

### Impartiality

All sides get the chance to tell their side of the story. No assumptions will be made or any action taken until all relevant information has been collected and considered.

### Free of repercussion or victimization

NB Taekwondo will take all necessary steps to ensure the parties involved in a grievance or complaint are not victimized in lodging or assisting with information concerning a grievance or complaint. Disciplinary action should be expected where victimization or repercussion is sought against people involved in a grievance or complaint handling issue.

### Self resolution

Opportunity may be given for the complaint or grievance to be resolved between parties without intervention from NB Taekwondo representatives on an official basis.

### Sensitivity

All grievances and complaints will be dealt with appropriately which means with seriousness and sensitivity.

### **Timely**

It is the objective of NB Taekwondo to deal with any grievance or complaint as quickly as possible. NB Taekwondo will respond to a written complaint, grievance, and dispute within 24h stating that NB Taekwondo body has received and is starting the fact gathering process. Within 48h NB Taekwondo will respond to the complaint, grievance or dispute with decision whether the facts warrant further process of the complaint, grievance or dispute.

### **Decision Board**

NB Taekwondo will appoint a 3 person board to review the facts and decide on a course of action or outcome in regards to the complaint, grievance, and dispute. The Board shall be made up of 3 individuals that are none affiliated in any way to the complaint, grievance or dispute.

### **Member Repersentive**

If the member laying the complaint, grievance, and dispute wishes NB Taekwondo will appoint a complaint handler officer. The complaint Handler officer will assist in the process and may represent the member.

He will:

- Speak with you to obtain full details concerning your grievance or complaint and discover your wishes for a resolution.
- He will convey you wishes to the board and act as a liaison between you and the board if you should wish not to convey yourself.
- Explain the process required to continue towards a resolution of the issue.
- Refer you if necessary to people who could provide advice or support.
- Decide the most appropriate person to handle the complaint or grievance. (If the complaint handler has a conflict of Interest, the matter will be referred to another appropriate grievance/complaint handler.)

If the member wishes they may seek outside representation as long as the person representing or advising acts in according with the bylaws of the NB Taekwondo and policy procedures.

## Process

1. The member will contact the Chief complaint, grievance, dispute officer. The Chief Officer will assign if the member wishes a complaints, grievance, and dispute handler. If the Member wishes outside council he will advise the member's council of procedures and policies.
2. Writing the complaint –The complaint handler office or members council will work with the member and get the facts of the complaint, grievance or conflict. They will forward the complaint to the Chief complaint, grievance, and dispute officer. The complaint, grievance or dispute shall be laid out in a factual, legible order.
3. The Chief Officer will meet with the complaint, grievance, and dispute board and deliberate the complaint, grievance, and dispute and decide the course of action taken.
4. The decision will be given to the complaint, grievance, and conflict handler to liaison to the member.
5. The member has the right to appeal the decision of the board within 48 hours.

## Appeals

The member may appeal the decision of the board appointed by paying a 50.00 admin fee. The admin fee is a refundable fee if the decision is reversed.

NB Taekwondo will appoint another 3 person panel of the member's peers to review the findings and make a decision based on the facts forwarded.

NB Taekwondo will select a meeting place and time that is except able to all parties.

The member at this time may if he or she wishes present to the board in person any additional facts that are pertinent to the complaint, grievance or dispute.

At the same time the accused may be present at the meeting and also express any additional information that is pertinent to the complaint, grievance or dispute lodged against them.

NB Taekwondo board will decide and deliver their findings within the same meeting. If the facts demand an extension or extended deliberation time both parties must agree.

### **Outcomes**

The complaints, greivance, disputes board will forward its recommendations to the NB Taekwondo body. They will work in conjunction with the NB Taekwondo Association to award the best resolution within their powers. NB Taekwondo will issue resolutions based on the complaint, greivance, dispute within the boundaries and powers of the NB Taekwondo Association.