

Northern Lights School of Skating

General Dispute and Resolution Policy (Owner-Operated Model)

Document Classification: Policy

Associated Documents: General Dispute and Resolution Procedure

Document Control: Controlled Document

Effective: September 1, 2025 - August 31, 2026 (Skating Season)

POLICY PURPOSE

Northern Lights School of Skating ("NLSS" or "the School") is a privately operated skating school managed by a sole Owner / Director. The School places the highest priority on ensuring a safe, professional, respectful, and inclusive environment for all participants.

This General Dispute and Resolution Policy ("Policy") establishes a clear, fair, transparent, and accessible process to address general disputes that may arise within the School environment. The Policy promotes prevention, accountability, procedural fairness, and timely resolution while protecting the rights and dignity of all individuals involved.

This Policy applies to general disputes in nature, including but not limited to breaches of School rules, contracts, codes of conduct, or violations of Skate Ontario and Skate Canada policies and regulations.

POLICY SCOPE

This Policy applies to all individuals engaged in activities (on or off ice) with Northern Lights School of Skating. This includes, but is not limited to:

- Registered skaters
- Coaches and contractors
- Volunteers
- Parents and guardians (including those of minor skaters)
- Program participants and spectators
- Any individual participating in School-hosted sessions, events, shows, or competitions

This Policy applies to general disputes between or amongst individuals as defined above and will be handled in accordance with the School's General Dispute Reporting and Resolution Procedure ("Procedure").

Violations of this Policy or any School, Skate Ontario, or Skate Canada policies may result in corrective or disciplinary action, including warnings, restrictions, suspension from programs, or termination of participation.

DISCLAIMER

Printed hard copies of controlled documents are considered uncontrolled. Individuals using printed copies must verify that the document matches the most current electronic version approved by the Owner / Director of Northern Lights School of Skating.

POLICY STATEMENT

Reporting Process

General disputes must be submitted in writing to the School via email to:
coach.ashleycumming@gmail.com

Complaints should include:

- A clear description of the concern
- Names of individuals involved
- Date(s) and location(s) of the incident
- Supporting documentation or evidence where available

Acting in Good Faith

Anyone submitting a complaint must do so in good faith and must have reasonable grounds to believe the information provided is true. Complaints that are determined to be intentionally false, malicious, or submitted in bad faith will be considered serious violations and may result in disciplinary action, including removal from skating programs.

Review and Investigation

Upon receipt of a complaint, the Owner / Director of Northern Lights School of Skating shall act as the Designated Dispute Resolution Officer and will review the complaint to determine whether it meets the criteria of a general dispute and identify appropriate next steps.

The Owner / Director may conduct the investigation directly or appoint an independent investigator where appropriate to ensure fairness and objectivity.

Following the investigation, the Owner / Director will determine whether a violation of this Policy or related School, Skate Ontario, or Skate Canada policies has occurred and will issue appropriate corrective or disciplinary measures.

Possible outcomes may include, but are not limited to:

- Verbal or written warning
- Formal reprimand
- Behavioural agreements

- Education or training requirements
- Restrictions on participation
- Temporary suspension
- Termination of program involvement

Actions will be proportionate to the severity and nature of the violation.

Decision and Sanctions

The Owner / Director shall issue a written decision outlining:

- Findings of fact
- Determination of whether a violation occurred
- Any corrective or disciplinary actions required

This decision represents the final determination at the School level.

Repeat or serious violations may result in escalated sanctions, including permanent removal from Northern Lights School of Skating programs.

Appeal Process

Decisions made under this Policy may only be appealed on procedural grounds. Appeals must be submitted in writing within 14 calendar days of the decision.

Appeal grounds are limited to:

- A decision made outside the jurisdiction or authority of the School
- Failure to follow procedures outlined in this Policy
- Demonstrated bias that materially affected the outcome
- Decision based on irrelevant or improper considerations

Where an appeal is permitted, the matter may be referred to Skate Ontario for independent review in accordance with their policies.

Confidentiality

All parties involved in a dispute must maintain strict confidentiality during and after the investigation process. Information relating to the complaint, investigation, and decision shall not be disclosed to external parties except where required by law or Skate Canada Safe Sport processes.

Any breach of confidentiality may result in disciplinary action.


Timelines

The School will make reasonable efforts to resolve all general disputes in a timely and efficient manner. Timelines may be adjusted depending on the complexity, availability of parties, or seriousness of the matter.

All documentation and decisions will be securely stored in accordance with privacy and record retention standards.

EXCEPTIONS – SAFE SPORT / MISCONDUCT

If a complaint contains allegations of misconduct, it will be redirected immediately to the Skate Canada independent third-party Case Management process:

 Online: www.skate-safe.ca
 Telephone: 1-833-723-3758

For the purposes of this Policy, misconduct includes conduct that causes or may cause physical or psychological harm, including:

- Physical, psychological, or sexual abuse
- Neglect or grooming
- Bullying, harassment, or discrimination
- Abuse of authority or power
- Retaliation or interference with reporting processes
- Failure to report maltreatment of a minor
- Knowingly submitting false allegations

Such matters fall outside the scope of this Policy and will be managed through Skate Canada Safe Sport protocols.

APPROVAL

This Policy has been reviewed and approved by the Owner / Director of Northern Lights School of Skating and is effective as of the Implementation Date stated above.

Owner / Director Signature: *A. Cumming*

Date: August 31, 2025

End of Policy