

Complaints & Dispute Resolution Policy

Version: 1.0

Board Approved Date: April 9, 2026

Effective Date: April 9, 2026

Visibility: Public, Website

Purpose & Scope

This policy sets out a fair, accessible, and transparent process for handling club-related complaints and disputes. It applies to RDPC members, volunteers, contractors, and other club stakeholders in matters involving RDPC policies, conduct, or other club-related issues.

This policy does not replace civil or criminal processes. Serious incidents that may involve the law may be referred to police or other appropriate authorities.

Definitions (only if needed)

- **Complainant:** The person making a complaint or requesting dispute resolution.
- **Respondent:** The person against whom a complaint is made.
- **Informal process:** A less formal process where a captain, coordinator, or ombudsperson, if one has been appointed, helps the parties work toward a resolution.
- **Formal process:** A Board-led review and decision process used when a matter is more serious or when the informal process does not resolve the issue.

Policy

- RDPC is committed to handling complaints and disputes in a fair, respectful, and timely manner.
- This policy applies only to club-related issues, including possible breaches of RDPC policies, conduct expectations, or other matters connected to RDPC activities and operations.
- Minor issues should generally be addressed through the informal process first.
- More serious matters, or matters not resolved informally, may move to the formal process.
- Anyone who makes a complaint, participates in a review, or provides information during an investigation must not face retaliation or harassment. Retaliation or harassment may result in disciplinary action by the Board.
- Anyone who knowingly makes false, malicious, or clearly unsubstantiated accusations may be subject to disciplinary action by the Board.
- RDPC will review complaints and dispute resolution requests as promptly as reasonably possible and will communicate next steps and decisions within a reasonable timeframe.
- The Board may impose sanctions where a complaint is upheld, including a verbal warning, written warning, suspension, or termination of membership or participation privileges.

Roles and Responsibilities

Board of Directors

- Approves this policy and any major changes to it.
- Oversees the formal complaints and dispute resolution process.
- Reviews formal complaints, gathers information as needed, and makes final decisions.
- Determines any disciplinary action when appropriate.

Captains, Coordinators, or Ombudsperson

- May help with early, informal resolution of minor club-related issues.
- May gather information and help the parties work toward a practical solution.
- May refer a matter to the Board when the issue is serious, unresolved, or outside their role.

Complainants and Respondents

- Are expected to participate honestly and respectfully in the process.
- Should provide relevant information and cooperate with any review.
- Must not retaliate against or harass anyone involved in the process.

Process (How to Use This Policy)

1. Informal Resolution

- A person experiencing a club-related conflict or concern should first try to resolve it directly when appropriate and reasonable.
- If that is not practical or does not resolve the issue, the person should bring the matter to a board member or club representative, if one has been appointed by RDPC.
- The person helping with the informal process may speak with the complainant, the respondent, and others as needed to understand the issue and suggest a path forward.
- RDPC will aim to respond to the parties promptly.
- If the matter is not resolved informally, either party may request the formal process.

2. Formal Resolution

- A complainant starting the formal process must submit the complaint in writing, including the key facts and any supporting details.
- The written complaint must be provided to the Board. RDPC will ensure the respondent receives the complaint or a summary of it, as appropriate.
- The Board will review the complaint, determine whether it falls within this policy, and investigate as needed.

- The Board may seek information from the respondent and from other relevant individuals before making a decision.
- RDPC will aim to advise the complainant and respondent within 5 days of receiving the written complaint about the next steps and expected timeline.
- After reviewing the matter, the Board will issue a written decision or resolution.
- The Board's decision is final, unless another RDPC policy specifically provides for an appeal.

Exceptions (only if needed)

The Board may depart from the exact steps in this policy where reasonably necessary to ensure fairness, safety, privacy, or a practical resolution, provided the purpose of the policy is still followed.

References and Related Policies

- Code of Conduct Policy