

# THE SKATING CLUB OF HOUSTON

## CONFLICT RESOLUTION PROCESS

Pursuant to Article VIII of its Bylaws, The Skating Club of Houston (the "Club") has adopted the conflict resolution process as set forth below.

1. If any Club member(s) has a complaint against another member(s) for any infraction of any Club Bylaw, rule, policy or procedure of the Club, other than USFS skating rules, they may file a complaint in writing to the Board. Such complaint will be investigated as follows:
  - a. The club president will convene a review panel consisting of a small group of objective, uninvolved people. The panel should include both Board member(s) and general member(s) as long as they are not directly involved with the conflict. This "review" panel will perform the tasks of gathering information and then ultimately seeing the resolution through with the involved parties.
  - b. The review panel is charged with the following responsibilities:
    1. Clarify the conflict. Interview the parties involved. Summarize these findings in a detailed report.
    2. Identify several possible solutions to the problem. Narrow the solutions and come up with the appropriate top priority solution.
    3. Come up with ways to implement the solution. Bring parties together and jointly agree on that solution or, if there is no agreement, another appropriate solution as determined by the panel.
    4. Create a written report to document all that transpired throughout the process. File the report with Club records and maintain the report on file for 10 years. Have a follow-up meeting with all involved to touch base and make certain the conflict has been and remains resolved.
    5. In the event that no solution can be reached among the conflicting parties, a non-involved board member will examine the conflict resolution process along the following parameters: Only non-involved parties must be involved in the resolution process. All parties will attempt to work through the process again. In other words, be sure that the people mediating are not part of the problem. Also be sure that all the people involved in the conflict are interviewed and part of the process. Seek the advice of the USFS membership liaison for the Club. As a last resort, consult the USFS Grievance Committee Chair.
2. Prior to any grievance being filed with USFS, conflict resolution within the Club as set forth above must be attempted.

*Adopted by the Board on Feb. 3, 2013.*