



# WILLISTON FIGURE SKATING CLUB

## Complaint & Reporting Procedure Policy

**Policy Title:** Complaint & Reporting Procedure Policy

**Policy Number:** WFSC-GOV-010

**Effective Date:** June 12, 2026

**Adoption Date:** June 12, 2026

**Approved By:** Board of Directors

**Version:** 1.0

### 1. PURPOSE

The purpose of this policy is to establish a fair, consistent, confidential, and transparent process for reporting, reviewing, investigating, and resolving concerns, complaints, alleged misconduct, policy violations, governance issues, financial irregularities, and other matters affecting the Williston Figure Skating Club ("WFSC").

This policy shall be administered in accordance with the WFSC Amended and Restated Bylaws, applicable governance policies, U.S. Figure Skating requirements, SafeSport regulations, and applicable law.

### 2. SCOPE

This policy applies to all:

- Directors
- Officers
- Committee Members
- Coaches
- Volunteers
- Members
- Parents and Guardians acting on behalf of minor members
- Contractors and other individuals participating in WFSC activities

### 3. REPORTABLE MATTERS

Concerns that may be reported under this policy include, but are not limited to:

- Violations of WFSC Bylaws
- Violations of Board-approved policies
- Ethical misconduct
- Conflicts of interest
- Financial concerns, misuse of funds, or accounting irregularities
- Abuse of authority or governance violations
- Harassment, discrimination, bullying, or inappropriate conduct

- Breaches of confidentiality
- Member conduct concerns
- Volunteer or coach conduct concerns
- Operational or organizational risks
- Violations of U.S. Figure Skating requirements

SafeSport matters shall be reported immediately through the reporting channels required by U.S. Figure Skating and the U.S. Center for SafeSport and may be handled separately from this policy as required by applicable regulations.

#### **4. REPORTING METHODS**

Reports may be submitted through any of the following methods:

- Written complaint submitted by email
- Official WFSC complaint form
- Written correspondence delivered to the Secretary or Board
- Other reporting methods authorized by the Board

Anonymous reports may be considered when sufficient information is provided to permit review.

All complaints shall be documented and maintained as official Club records in accordance with WFSC record retention requirements.

#### **5. CONFIDENTIALITY**

WFSC shall make reasonable efforts to maintain confidentiality throughout the review and investigation process.

Information shall be shared only with individuals who have a legitimate need to know in order to review, investigate, resolve, or report the matter.

Nothing in this policy guarantees absolute confidentiality where disclosure is required by law, U.S. Figure Skating requirements, SafeSport obligations, insurance requirements, or Board action.

#### **6. NON-RETALIATION**

No person shall be subject to retaliation, intimidation, harassment, adverse treatment, or discrimination for making a good-faith report, participating in an investigation, providing information, or cooperating in the resolution of a complaint.

Retaliation itself shall constitute a violation of WFSC policy and may result in disciplinary action.

#### **7. INITIAL REVIEW**

Upon receipt of a complaint:

- (a) The President, Secretary, or other designated Board representative shall conduct an initial review; or
- (b) If the complaint involves the President or Secretary, the matter shall be referred directly to the Vice President, or Board of Directors.

The initial review shall determine:

- Whether the complaint falls within WFSC authority
- Whether immediate action is necessary
- Whether referral to another authority is required
- Whether a formal investigation is warranted

The Board may conduct all or part of its review in executive session when appropriate.

## **8. INVESTIGATION PROCESS**

When a formal investigation is warranted, WFSC may:

- Gather relevant documents and evidence
- Interview involved individuals and witnesses
- Request written statements
- Consult legal counsel, SafeSport authorities, U.S. Figure Skating, auditors, or other professionals when appropriate

All investigations shall be conducted as fairly, impartially, and objectively as circumstances permit.

Individuals who are the subject of a complaint shall generally be provided an opportunity to respond unless doing so would compromise safety, legal obligations, or regulatory requirements.

## **9. RESOLUTION**

Following review or investigation, the Board or authorized decision-making authority may:

- Dismiss the complaint
- Issue recommendations
- Require corrective action
- Issue a warning or reprimand
- Refer the matter to committee review
- Initiate disciplinary proceedings
- Refer the matter to SafeSport authorities, law enforcement, legal counsel, insurance providers, U.S. Figure Skating, or other appropriate authorities

All final actions shall be documented in the official records of WFSC.

## **10. APPEALS**

Unless otherwise governed by the WFSC Bylaws, SafeSport regulations, U.S. Figure Skating rules, or applicable law, decisions of the Board under this policy shall be final.

## **11. RECORD RETENTION**

Complaint records, investigation materials, findings, and related documentation shall be maintained in accordance with WFSC record retention requirements and applicable legal obligations.

Access to such records shall be limited to authorized individuals.

## **12. POLICY AUTHORITY**

Nothing in this policy supersedes the WFSC Amended and Restated Bylaws, U.S. Figure Skating requirements, SafeSport regulations, or applicable law. In the event of a conflict, the governing authority shall control.

### **13. ADOPTION**

Approved by the Board of Directors on: June 12, 2026

### **14. REVISION HISTORY**

Version 1.0 | Initial adoption



**APPENDIX A  
WFSC COMPLAINT & INCIDENT REPORT FORM**

Williston Figure Skating Club (WFSC)

**CONFIDENTIAL REPORT**

Date Submitted: \_\_\_\_\_

**1. REPORTING PARTY INFORMATION**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Relationship to WFSC (check one):

Member

Parent/Guardian

Coach

Volunteer

Director

Officer

Committee Member

Other: \_\_\_\_\_

I request confidentiality to the extent permitted by law and Club policy.

**2. PERSON(S) INVOLVED**

Name(s): \_\_\_\_\_

Position/Relationship to WFSC:

### 3. TYPE OF COMPLAINT

Check all that apply:

- Policy Violation
- Bylaw Violation
- Conflict of Interest
- Ethical Misconduct
- Financial Concern
- Harassment
- Bullying
- Confidentiality Breach
- Governance Concern
- Member Conduct Issue
- Volunteer Conduct Issue
- Coach Conduct Issue
- Operational Concern
- Other: \_\_\_\_\_

NOTE: SafeSport concerns involving abuse, misconduct, or athlete safety must also be reported through U.S. Figure Skating and U.S. Center for SafeSport reporting channels as required.

### 4. DESCRIPTION OF CONCERN

Provide a detailed description of the incident, concern, or alleged violation, including relevant dates, locations, individuals involved, and any actions already taken.

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**5. DATE(S) OF INCIDENT**

Date(s): \_\_\_\_\_

Time(s): \_\_\_\_\_

Location(s): \_\_\_\_\_

**6. WITNESSES**

Please identify any individuals who may have information regarding the matter.

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Additional Witnesses Attached:

Yes

No

**7. SUPPORTING DOCUMENTATION**

Please list any supporting documents, emails, text messages, photographs, financial records, or other evidence being submitted.

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Attachments Included:

Yes

No

**8. REQUESTED RESOLUTION (OPTIONAL)**

What outcome or corrective action are you requesting?

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**9. CERTIFICATION**

I certify that the information provided in this report is true and accurate to the best of my knowledge. I understand that WFSC will review this matter in accordance with its Complaint & Reporting Procedure Policy and applicable governance requirements.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

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### FOR WFSC USE ONLY

Complaint Number: \_\_\_\_\_

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

Initial Review Completed: \_\_\_\_\_

Referred To:

President

Vice President

Secretary

Board of Directors

SafeSport Authority

Legal Counsel

Other: \_\_\_\_\_

Investigation Required:

Yes

No

Disposition:

Closed

Corrective Action Issued

Referred for Discipline

Referred to External Authority

Other: \_\_\_\_\_

Date Closed: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_