

## **CONDUCT POLICY**

### **POLICY**

The Crowsnest Curling Club follows and enforces the principles, protocol and intent of the Curler Code of Ethics that is part of the Curl Canada rule book.

### **PREAMBLE**

This policy is designed to provide guidance to members and staff for situations that could possibly occur. Members are drawn to our club for more than just the 2 hours of ice time. We come for the people, the socializing, the exercise, and the culture of the game. Disruptions are not part of the curling etiquette.

### **DEFINITIONS**

Members of the Crowsnest Curling Club shall participate in the game of curling with honesty, integrity, courtesy, and sportsmanship. Harassment, such as bullying, profanity, violence, broom slapping are not necessary. Harassment can be words or actions, verbal aggression or yelling. Profanity includes calling someone derogatory names or loudly swearing. Violence is defined as any form of physical contact such as pushing or fighting. In addition, any form of facility abuse (damage to the ice, lockers, or any part of the physical facility), is included in this policy.

### **GUIDELINES**

For members, the only guideline is to seek out a member of the Executive.

### **PROCEDURES**

1. When a member brings a concern to a member of the Executive, they will gather such information that is deemed necessary from any source and initiate discussion with the individuals(s) involved. An apology or handshake will end the situation.
2. The second offence would be removal from the ice area or viewing area and a verbal reprimand (return to game or seat).
3. The third offence (after discussion) would be removal from the facility followed by a letter with a copy placed on file. Letter will state the length of ejection and/or return date.
4. Any threat or actual physical violence will be subject to removal from the facility and membership terminated.

Confidentiality will be upheld by all involved.

Annually review this policy statement and procedures.

*Created November 2021*

## **HANDLING OF COMPLAINTS POLICY**

### **POLICY**

This policy provides direction to the Executive on actions to be followed when they receive a complaint from a member or user group of the Crowsnest Curling Club.

### **PREAMBLE**

As with every organization of any size, there are times when it is difficult to satisfy the needs or expectations of all the membership. Therefore, we must have a mechanism in place where members who have concerns may make them known. At the same time, we must be careful to not respond to the wishes of a small minority to the detriment of the majority of our membership.

### **DEFINITIONS**

The Crowsnest Curling Club defines a complaint as “ a written comment from a member in good standing or user group of the Crowsnest Curling Club” to any Executive member.

### **GUIDELINES**

There will be many times during the curling season when our membership will make positive and/or negative comments to the Executive regarding the operations of the Crowsnest Curling Club. All parties should acknowledge the concerns of the member, and at the same time advise them as to procedures to follow should they wish to make their comments a formal complaint. In the best interests of our membership, any issues brought forward to the Executive are in an informal atmosphere for discussion.

### **PROCEDURES**

When a member voices a concern to a member of the Executive, the member should be advised that any formal complaints must be made in writing and addressed to the Executive of the Crowsnest Curling Club.

The complainant is expected to provide as much information as necessary to state the case along with recommendations on how to correct. The written complaint will be passed to the Executive for review.

A formal reply advising receipt of the complaint will be provided to the complainant, and a follow up formal reply will be made as soon as reasonably possible once the final action has been taken.

In the event the complaint cannot be acted upon without an Executive meeting, the applicable Executive member will advise the complainant and an expected date for resolution will be provided.

Follow up action may be required  
Confidentiality will be upheld by the Executive  
*Created November 2021*