

Complaints Resolution Officer's Process

1



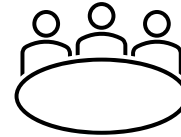
The Independent Third Party (ITP) will inform you of a legitimate complaint that fits into CRO's area of responsibility.

2



Inform parties of complaint. Ask all parties for verbal or written accounts of incident with evidence. Share submissions with parties.

3



Optional: convene all parties to ask further questions.

4



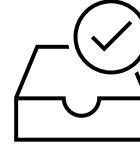
Review all information & policies
Determine if infraction has occurred. Using policy guidelines determine appropriate sanction.

5



Provide decision in writing to all parties using templates provided. (May be electronically.)

6



Records kept by club & provided to your PRA & RCA. Matter is concluded unless Request for Reconsideration

MINORS:

Minors involved **must** have an adult serve as their representative throughout the process. Written permission is required from the parent or guardian if they are not the representative.

REQUEST FOR RECONSIDERATION:

Either party may request a reconsideration within 4 days in writing with explanation. Reconsider decision complete within 7 days.
Anything further – Appeal Policy