

## Schedule "B"

### Complaints Resolution Process

1. Anyone who suspects or knows that a provision or policy has been violated, or may be violated at a future time, may report it to the Board by way of complaint. The complaint shall be resolved by the process outlined herein.
2. The complaint must be reported by one or more of the following methods:
  - a. In writing, addressed to any officer or director of the Club;
  - b. Via email message sent to the Club email address with "Formal Complaint" in the subject line; or
  - c. By submitting a form on the Club website, if such form is made available.
3. The complaint must be typed and legible, and shall set out the particulars of the subject matter in as much detail as possible, including:
  - a. the date, time, and place of the incident;
  - b. all involved parties and witnesses; and
  - c. the complainant's full name, address, contact information, and their relationship to the Club.
4. The officer or director of the Club that receives a complaint shall then bring the complaint to the attention of the president or their delegate within seven (7) calendar days.
5. The president or their delegate shall provide acknowledgement of receipt of the complaint, in writing or by email.
6. The president or their delegate shall provide a response to the complaint within twenty-one (21) calendar days of the acknowledgement of receipt. The response shall state that:
  - a. No further action is to be taken and the reason, and the right to request reconsideration; or
  - b. The complaint will be investigated further.
7. In the event that the president is the subject of the complaint, the president shall delegate the response to a director.
8. A request for reconsideration must include detailed reasons for the request.

9. If reconsideration is not requested within ten (10) calendar days, the complaint shall be closed, with no further right of appeal.
10. If the complaint requires further investigation or if the complainant requests reconsideration within the reconsideration period, the president or their delegate, shall, within fourteen (14) calendar days, appoint three (3) Club directors to serve as a review panel. No member of the panel shall have a significant personal or professional relationship with either the complainant or the respondent that is the subject of the complaint.
11. If the panel requires further information to investigate the complaint, they may request additional information or documentation from the complainant and a reasonable deadline to comply.
12. If the complainant does not comply with the panel's request, the panel may close the complaint, with no further right of appeal.
13. If the review panel deems appropriate, it may convene a hearing. The hearing shall be conducted in a manner that is fair to both parties, and shall be governed by such procedures as the review panel deems appropriate.
14. The review panel shall issue a decision with respect to the complaint and notify the complainant of the outcome. If the decision is made further to a reconsideration then the decision shall be final and binding, and the panel shall close the complaint, with no further right of appeal.