



Archers Association of Nova Scotia

AANS Policy 2008-001 - Complaint Resolution Policy

Adopted from the Archer Canada Complaint Resolution Policy, reviewed and revised by our Policy committee 2013/07/27 and the executive committee on 2013/08/27.

PURPOSE

This policy establishes the procedure by which The Archers Association of Nova Scotia (here in after known as AANS) members may obtain redress for offences they suffered while at an AANS sanctioned event, or during the preparation for such an event.

DEFINITIONS

Complainant: The person, group, or organization forwarding the complaint. Said person, group, or organization must all be active members, in good standing, of the AANS at the time the complaint is made and at the time of the offence.

Respondent: The person, group, or organization against which the complaint is lodged. Said person, group, or organization must all be active members, in good standing, of the AANS at the time the complaint is made and at the time of the offence.

AANS: The Archers Association of Nova Scotia.

Offence: Any action contrary to the rules of competition and/or rules of ethical behaviour published by AANS, and in force at the time of the infraction, which negatively affects the shooting performance of the complainant.

PROCEDURE

1. Before filing a complaint with the AANS, the complainant must have pursued the issue through the appropriate local club or association. The AANS will only address the complaint if local avenues have been used.
2. It is the responsibility of the complainant to forward their complaint (or notice of complaint) to the AANS President within 10 calendar days of the incident. If the AANS President is contacted for information, then the 10 days will begin as of that day. If the complaint is not received by the tenth day, then the matter will be considered closed.
3. The complainant must fill in the AANS Complaint form (attached) with as much detail as possible and forward it as per items 1 and 2.
4. The Resolution Committee, consisting of 5 individuals, elected at the last Annual General Meeting, shall deal with a member's complaint. At least 3 individuals of the five to be present, with one member appointed as chairman, who shall only vote to break a tie.

5. Should the complaint be against the Executive, then members of the Board of Directors or AANS committees who are not in conflict, will be appointed.
6. The Resolution Committee shall elect a Chair from among themselves. This committee will then be forwarded electronic or hard copies of the complaint and all the documentation. The committee will meet in person with the complainant, call witnesses in person, and deliberate face-to-face when possible (as when a complaint is lodged at a National Championships).
7. The Resolution Committee will keep un-official minutes of all interactions so that the committee members can review all the findings prior to rendering a decision. Minutes will not be made public. Minutes will include a copy of the completed complaint form, notes from meetings, and a procedural checklist (attached).
8. The Resolution Committee will report its findings and decision to the AANS Board of Directors, and only the Board can dissolve the committee. A motion from the Board will ratify the final decision and dissolve the committee.
9. The reported findings and decision of this Committee will be published on the AANS website as ratified by the Board of Directors, unless the information is of a personal nature, would injure, or damage the reputation of, any of the involved parties.
10. Should the decision not satisfy the complainant, The Alternate Dispute Resolution mechanism can be pursued as an outside agency designed to mediate or arbitrate in cases where internal sport procedures fail to resolve an issue.

RESOLUTION COMMITTEE CHECKLIST

RESOLUTION COMMITTEE MEMBERS (Name and AANS Membership Number):

(Indicate Chair with a check.)

Processing fee received _____

Documentation complete _____

Witnesses interviewed _____

Notes:

Findings:

Committee Signatures:

COMPLAINT FORM

COMPLAINT SUBMITTED BY: _____

AANS MEMBER NUMBER: _____

MEMBER MAILING ADDRESS: _____

TELEPHONE NUMBER: _____

E-MAIL: _____

Description of Incident (Include Date and Event description):

Description of complaint (in 50 words or less, include identities of involved parties or individuals, and witnesses) Supply documented proof with this form if available.

Signature of Complainant

Signature of witness

Date Submitted

For office use only:

DATE COMPLAINT RECEIVED BY AANS:

COMPLAINT FORWARDED TO:
