



Mutual Respect Complaint Form

Overview

All Canadian Ski Patrol (CSP) members who experience or witness behaviours that contravene, or appear to contravene, the Mutual Respect Policy and its subordinate policies are expected to report alleged transgressions in a timely way by completing this Mutual Respect Complaint Form. Please refer to appendices B through E for copies of the Mutual Respect, Code of Ethics, Code of Conduct and Conflict of Interest policies.

Confidentiality

Complaints made under the Mutual Respect Policy are confidential. However, confidentiality, including the identity of complainants, must be balanced against the requirements of procedural fairness, and any disclosure obligations imposed by legislation.

Process

The CSP will determine how to address the allegations put forward in a complaint, including whether to proceed with an investigation, in accordance with the Routes to Resolution Process (see Appendix A of the Mutual Respect Policy).

Timelines

There are no firm timelines for opening, conducting, and completing an investigation. Each case is unique with varying degrees of complexity, including the emotional state of the Reporter and the Respondent. We are all volunteers will busy work and home lives and the HR Representatives handle investigation duties on top of regular patrol duties. We will do our best to ensure that we keep things moving on your complaint while ensuring all facts and process are followed; if you have concerns, please reach out to the person handling your complaint.

Definitions

For the purposes of this form, and any potential actions arising from it, the person(s) making the complaint are referred to as the “Reporter(s)” and the person about whom the allegation is made is referred to as the “Respondent(s)”.

Anonymity

A note about anonymous Complaints: While members may make anonymous complaints, the ability to address such complaints may be limited if there is not enough information to determine the appropriate next steps. Complainants are encouraged to identify themselves when completing this form to ensure that the necessary details can be obtained and complaints can be appropriately addressed. If a complainant chooses to remain anonymous, this form can be submitted without the Complainant Contact Information section being filled in.

Next Steps

This completed complaint form should be signed, dated and emailed to the appropriate individual (i.e., your patrol leader, Zone HR or VP Ops, or Division HR). Once the complaint has been reviewed, Reporters will receive written confirmation of the next step in the process. Please see



Appendix A of the Mutual Respect Policy for further information on the Routes to Resolution Process.

Contact Information

Reporter(s) Contact Information:

Reporter Name	Reporter CSP#
Reporter Patrol	Reporter Zone
Reporter email address	Reporter phone number

Respondent(s) Contact Information

Please complete the following information for any respondent(s) associated with this complaint. Additional pages may be added to this section if further space is required.

Respondent #1 name	Respondent #1 CSP#
Respondent #1 patrol	Respondent #1 zone
Respondent #1 email address	Respondent #1 phone number

Respondent #2 name	Respondent #2 CSP#
Respondent #2 patrol	Respondent #2 zone
Respondent #2 email address	Respondent #2 phone number

Type of Complaint

Please refer to the Mutual Respect, Code of Conduct, Code of Ethics and the Conflict of Interest policies (attached as Appendices B through E). Indicate below which policies have been allegedly breached:

Mutual Respect policy
Code of Conduct policy
Code of Ethics policy
Conflict of Interest Policy

Complaint Details

Please use the following space to provide the details of your complaint. Include as much detailed information as possible. Additional pages may be added to this section if further space is required.

When did the incident occur?
Where did the event occur?
What action(s) have you taken to resolve the issue(s) so far (include dates)?
<p>If this is a repeat occurrence: When did the previous occurrence(s) happen?</p> <p>What was the outcome of the first incident?</p> <p>Is the behaviour less serious, about the same, or worse than the last occurrence? Less serious About the same More serious</p>
<p>Were you on patrol at the time of this incident? Yes No</p>
<p>Was the Respondent on patrol at the time of this incident? Yes No</p>
Who (if anyone) witnessed the event?
Were there other people present? If so, how many?

Names and phone numbers of any witnesses to the incident:

What happened? (please include as much detail as possible, however, refrain from attributing motive or intention to the other parties' actions).

Signatures:



Reporter Signature

Date