

Peace River Winter Swim Club

"Dispute Resolution Policy"

Purpose:

To provide a system for effective ways to resolve disputes with and among members, in the event that the complaints process has not rendered a satisfactory resolution.

Policy:

- If all parties to a dispute agree to alternate dispute resolution, a mediator or facilitator acceptable to all shall be appointed to facilitate the dispute.
- The mediator or facilitator will decide the format and specify a deadline that both parties must reach a negotiated decision, which will be reported to the Executive and approved.
- The parties will share the costs of mediation and facilitation equally.
- Any negotiated decision will be binding on all the parties and cannot be appealed.