

## **Dispute Resolution Policy**

The Sport Information Resource Centre (SIRC) believes that any external stakeholder has the right to raise a complaint, have that complaint addressed, and receive an appropriate response for mistakes, wrongful actions, or breaches of the codes to which SIRC subscribes. When receiving complaints from external stakeholders SIRC has a responsibility to ensure that the complaint is acknowledged and followed up in an appropriate and timely fashion. SIRC will comply with applicable laws or regulations when responding to and investigating complaints.

### **DEFINITIONS:**

In the context of this policy, a complaint is an external grievance made against SIRC, or more specifically against one of its employees, or associated “consultants” where SIRC has allegedly failed to meet a commitment. Such a commitment might be related to our activities, our use of resources, our mission and values, staff conduct / behavior, or a legal requirement.

### **COMPLAINT PROCEDURE:**

SIRC will ensure that any complaints will be referred to the President /Chief Executive Officer who will conduct a thorough review and assessment and respond appropriately within a reasonable period of time. Any investigation and related information will be kept strictly confidential, subject to the need to conduct a full and appropriate investigation. SIRC reserves the right to choose not to investigate complaints judged as unfounded or frivolous.

Repeated and well-founded complaints not satisfactorily addressed or resolved may be referred to a higher management level, which may include SIRC’s Board of Directors.

Where there is a national sport dispute, once this internal process has been considered, implemented and exhausted, the dispute may be referred to the alternate dispute resolution services of the Sport Dispute Resolution Centre of Canada (SDRCC).

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