

**Greater Evansville Figure Skating Club**  
**Conflict Resolution Policy**  
Adopted February 12, 2026

The Board of Directors of Greater Evansville Figure Skating Club (“GEFSC”) encourages all club members to make every reasonable attempt to resolve issues informally before filing a formal complaint. Effective conflict resolution means learning to disagree respectfully, understanding each other better, and respecting everyone in the organization.

GEFSC has adopted the following guidelines for the resolution of conflicts involving its members, who are unable to work out a solution on their own. GEFSC will only follow this procedure when the grievance is determined to affect the mission and/or operation of the club.

**Step 1.** The grievance must be submitted in writing to the GEFSC Board of Directors using the attached form.

**Step 2.** The board will review the complaint and determine if GEFSC should be involved in the resolution of the conflict by using the following questions to clarify the conflict and guide the decision:

- What is the conflict?
- What are the issues involved in the conflict?
- Who are the people involved in the conflict?
- When did the conflict arise and how long has it existed?
- Is the conflict real, accurate or exaggerated?
- How important is it to solve the conflict?
- What would happen if the conflict is not resolved?

At its discretion, the Board may appoint an intermediary to discuss the issue with the relevant parties to the conflict and offer a mutually satisfactory resolution of the problem. If determined necessary, a review panel of impartial and objective individuals will be named to review the grievance.

**Step 3.** The review panel will gather facts and understand both sides of the conflict by doing the following:

- Take time to formally gather information from those involved.
- Remember to keep emotions calm and focus on the issues.
- What do the parties involved want to see happen?
- What is best for the club?
- What would the board like to see happen?
- Summarize these findings in a detailed report.

**Step 4.** The review panel will identify and recommend solutions.

- Identify several possible solutions to the problem.
- Come up with ways to implement the solutions.
- What are the outcomes of each solution?
- Resolve the conflict collaboratively rather than adversarial.
- Narrow the solutions and come up with the top priority resolution.

**Step 5.** The review panel will select the appropriate solution.

- Determine the best solution for all involved.
- Allow parties to examine the top resolutions.
- Educate parties and get agreement to participate in the process.
- Bring parties together and narrow the solution to a jointly agreed upon and owned solution.
- Get parties to commit to implement the resolution and set a specific date to meet and review the resolution.

**Step 6.** The review panel will follow up.

- A written report will be created to document all that transpired throughout the process, which will be kept on file for a period of 10 years.
- A follow-up meeting will be held with all involved to touch base and make certain that conflict has been resolved.
- Parties will be contacted to congratulate them on having collaboratively worked through a problem and the solution or action taken, allow the board to focus its attention on fulfilling its mission.

**Step 7.** If there is an impasse and no resolution is reached, the Board of Directors will troubleshoot using the following steps:

- Determine that the right “objective” people were involved in the resolution process.
- Go back to the beginning and attempt to work through the process again. In other words, be sure that the people mediating are not part of the problem. Also be sure that all people involved in the conflict are interviewed and are part of the process.
- Seek the advice of the membership liaison in your area.
- As a last resort, consult the U.S. Figure Skating Grievance Committee chair.

## **Greater Evansville Figure Skating Club Conflict Resolution Form**

**Instructions:**

Only current members of GEFSC are allowed to submit a written complaint regarding a conflict. This form must be submitted to the Board of Directors of GEFSC. A member of the Board of Directors who receives a Conflict Resolution Form must refer it to the President or remaining Board of Directors as soon as possible and no later than five days after the submission of the complaint.

Member Name: \_\_\_\_\_

Member USFS Number: \_\_\_\_\_

Date: \_\_\_\_\_

I am a:

- Coach
- Skater
- Parent
- Board Member
- Other

Using the space below please describe the events and/or behaviors that are the subject of the complaint. Include any individuals you have talked to within the club, names of witnesses, as well as dates, times, and locations. Also include references to GEFSC or USFS bylaws or Code of Ethics, SafeSport rules, or other rules that you claim have been violated.