



Officials Concerns Reporting and Resolution Policy

Policy Statement

Skate Ontario is committed to fostering a professional, respectful, inclusive, and accountable officiating environment. Officials are expected to conduct themselves in a manner that supports fair competition, ethical decision-making, collaboration, and the integrity of sport.

The Officials Concerns Reporting and Resolution Policy ("Policy") establishes a clear and consistent framework for reporting, assessing, resolving, and documenting disputes, concerns, and interpersonal conflicts involving Officials that do not meet the threshold for misconduct reporting under Skate Canada's Safe Sport reporting mechanism.

Skate Ontario will address concerns in a fair, timely, proportionate, and confidential manner, while promoting constructive resolution and continuous improvement.

This Policy promotes accountability, professionalism and respect among Officials while protecting individuals.

Scope/Applicability

This Policy applies to all Skate Ontario Officials participating in Skate Ontario sanctioned events and/or serving in assessment, mentoring, supervisory, instructional, leadership, or committee roles.

This Policy may also apply to conduct occurring outside official activities where such conduct may reasonably affect:

- i. the officiating environment;
- ii. relationships among Officials;
- iii. the reputation of Skate Ontario;
- iv. the effective administration of officiating programs.

Skate Ontario shall determine the applicability of this Policy on a case-by-case basis.

Guiding Principles

The administration of this Policy shall be guided by the following principles:

- i. Ensuring a fair and respectful process by treating all individuals with dignity, professionalism, and impartiality, and providing those involved with an opportunity to be heard throughout the reporting and resolution process.
- ii. Maintaining confidentiality and trust by limiting the sharing of information to those who require access to fulfill their responsibilities under this Policy and by protecting individuals who participate in the process in good faith.
- iii. Supporting timely and proportionate resolution by addressing concerns as promptly as circumstances permit and ensuring that assessments, resolutions, and corrective actions are appropriate to the nature, severity, and circumstances of the concern.
- iv. Promoting accountability and continuous improvement by encouraging individuals to take responsibility for their conduct, cooperate with resolution processes, and use outcomes as opportunities to strengthen professionalism, learning, and positive officiating culture.

Definitions

Certain terms used herein may not be capitalized; however, for the purposes of this Policy, the following terms herein have the ascribed meanings as set forth below. In addition, all references to the singular include the plural and vice versa.

Concern: A reported issue, dispute, complaint, interpersonal conflict, behavioral concern, or other matter subject to review under this Policy.

Complainant: An individual who submits a concern under this Policy.



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Independent Third Party (ITP): is an external, neutral person or organization retained to receive, assess, and manage complaints free from conflict of interest of the parties involved and Skate Ontario. The ITP is selected by Skate Ontario.

Misconduct: means acts, conduct and/or behaviors that result in or have the potential to result in physical or psychological harm, which for the purposes of the Policy includes: maltreatment, behaviors, acts and/or conduct of abuse including physical, psychological, and sexual; neglect; grooming; and interference or manipulation with the processes related to the implementation of this Policy, including retaliation, aiding and abetting, failure to report maltreatment of a minor, failure to report inappropriate conduct, intentionally filing a false allegation, abuse of authority, bullying, harassment, and discrimination.

Official: An individual who is in good standing with Skate Canada and has achieved the appropriate level of certification in one or more of the following roles as defined by Skate Canada: Judge, Referee, Technical Official, Technical Controller, Technical Specialist, Evaluator, Data Specialist.

Respondent: An individual whose conduct is the subject of a reported concern.

Resolution Plan: A documented agreement or corrective action prepared and executed to address identified concerns.

Stakeholders: Stakeholders include athletes, coaches, Officials, team managers, contractors, employees, directors, committee members, volunteers, and participants.

Reporting Mechanism

Individuals are encouraged to report concerns that impact the safety, integrity, fairness, or respectful culture of officiating, through the ITP.

Reports may be submitted for one of two purposes:

1. **Record Keeping** – To document a concern or situation that has already been resolved independently. These reports help identify trends, inform continuous improvement, and maintain an organizational record.
2. **Resolution Support** – To request support for a concern that requires review, guidance, intervention, or resolution.

Reports requesting resolution support will be directed to the ITP. The ITP will conduct an initial assessment and determine the appropriate resolution pathway.

Classification of Concerns

Level 1- Urgent Concern - Misconduct

Concerns that may be considered misconduct as defined by this Policy are governed by Skate Canada's Safe Sport reporting framework and will be directed accordingly.

Level 2 – Moderate Concerns

Examples may include but are not limited to:

- repeated disrespectful conduct;
- inappropriate communications;
- conflicts involving leadership responsibilities;
- breaches of officiating expectations;
- unresolved interpersonal conflicts affecting Skate Ontario activities and events

Matters deemed to be Level 2 may be directed to the Chief Operating Officer to be addressed in accordance with the Skate Ontario General Dispute Reporting and Resolution Policy.



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Level 3 – Minor Concerns

Examples may include:

- misunderstandings;
- isolated communication concerns;
- assignment-related disputes;
- minor behavioral issues;
- coaching or mentorship opportunities.

These matters will be addressed through the process outlined herein.

Good Faith Reporting and Non-Retaliation

Individuals are required to report concerns in good faith.

No individual shall be subject to retaliation for reporting a concern; individuals are encouraged to raise concerns in good faith when they believe conduct, behaviour, decisions, or actions may be inconsistent with the expectations outlined in this Policy. Reporting concerns allows Skate Ontario to identify issues, address them appropriately, and support a positive and professional officiating environment.

No individual shall be subject to retaliation while participating in a review process; individuals involved in a concern may be asked to participate in a review process. Participation may include responding to allegations, providing context or clarification, attending meetings, or otherwise assisting with the assessment and resolution of the matter. Participants are expected to engage respectfully and cooperate in good faith throughout the process.

Anyone reporting a concern can provide information in connection with a concern. Individuals who have relevant information regarding a concern may be asked to provide information, documentation, observations, or other evidence to support the review process. Providing accurate and complete information helps ensure concerns are assessed fairly, consistently, and based on the available facts.

Knowingly false, misleading, malicious, or vexatious complaints may themselves constitute a breach of this Policy and may result in corrective action.

Confidentiality

Once a concern has been reported and until a decision has been made and communicated, to protect the interests of all parties, no stakeholder is permitted to disclose either the existence of a complaint or confidential information or records that form part of the investigation of the complaint to any stakeholders outside of the complaint except as strictly required for the purposes of investigating, taking corrective action with respect to the complaint or as otherwise compelled by law. Skate Ontario, as applicable, shall be required to maintain confidentiality of the concern inquiry or record thereof, including contents of meetings, interviews, results of investigations, the discipline and other information only to the extent practical and appropriate. There may be cases where confidentiality is not feasible, including but not limited to, where an immediate temporary suspension of an official pending the outcome of the investigation and disciplinary process and/or final decision on the outcome of the investigation. For further information regarding the use of confidential information, please refer to the SO Confidentiality Policy.

Roles and Responsibilities

Board of Directors

The Board shall approve this Policy and oversee organizational accountability.



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Director of Event Systems

The Director of Event Systems, reporting to the Chief Executive Officer, shall oversee administration of this Policy.

Officials

Officials shall comply with this Policy.

Controls and Monitoring

The primary controls and monitoring mechanisms for this Policy are as follows:

- Skate Ontario shall monitor volume and nature of reported concerns as applicable.
- Assessment of the resolution timelines.
- Analyze recurring themes and trends.
- Review effectiveness of corrective actions.

Summary information will be reported to leadership and the Board while protecting confidentiality.

Resolution Process

Reporting a Concern

Concerns must be submitted to the ITP via this [link](#).

Reports must include names of parties involved, description of the concern, relevant dates and locations, supporting documentation and a desired outcome, where known. **Anonymous submissions will not be acknowledged or considered.**

Concerns must be submitted within ten (10) business days of the event, giving rise to the concern, although exceptions may be permitted at the discretion of Skate Ontario.

Initial Assessment

Upon receipt of a concern, the ITP shall conduct a preliminary review to determine the jurisdiction then the appropriate classification level and level of urgency, determine if there are immediate risk considerations and proceed with an appropriate resolution pathway.

Resolution

Level 1: Directed to Skate Canada's Safe Sport reporting framework

Level 2: May be directed to the Chief Operating Officer for consideration in accordance with the Skate Ontario General Dispute Reporting and Resolution Policy.

Level 3: These concerns may be addressed through discussion, coaching, mentoring, facilitated conversations, clarification of expectations and voluntary resolution agreements.

Findings and Corrective Action

Based on the findings, Skate Ontario will determine the appropriate corrective actions. Those may include; that no further action is required (incident log only) education or coaching, monitoring is required, a resolution plan is necessary, assignment restrictions are warranted, temporary suspension at Skate Ontario events, additional corrective or disciplinary action is required.



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Notification and Outcome

Affected parties shall receive written notification outlining any findings, conclusions, corrective actions, where applicable, implementation timelines or appeal rights.

Appeals

Appeals of any decision made on a **Level 3** concern may be submitted on the grounds of; procedural error, lack of jurisdiction, bias or conflict of interest or unreasonable exercise of discretion.

Appeals must be submitted in writing to the Chief Executive Officer within fifteen (15) business days of receiving the decision.

The Chief Executive Officer shall review appeals of any Level 3 decision. The decision of the Chief Executive Officer will be final.

Records Management

All records relating to reports, reviews, investigations, corrective actions, and appeals shall be maintained securely and retained in accordance with Skate Ontario's Record Retention Policy.

Policy Breach

Any breach of this Policy will be treated as a serious offence. The Stakeholder(s) who breach this policy may be subject to disciplinary action, at the sole discretion of Skate Ontario, up to and including expulsion from membership in Skate Ontario and/or Skate Canada.

Contact Us

If you have questions or comments about this Policy, you may contact us in the following ways: in person, by telephone (905) 212-9991 or by email to info@skateontario.org.

Policy Administration

Skate Ontario maintains and reviews this Policy every three years at a minimum in accordance with our Policy Management Policy.