

Kereluk Road Recreation Society

Complaint Procedure and Dispute Resolution Policy

The Society seeks to promote open communication and foster a safe environment for addressing differences of opinions by its Members, Associate Members, their family members and guests in accordance with the KRRS bylaws 2.16.

Complaint process

If there is an issue between Members of the Society, each Member, Associate Member and/or family member and guests, shall make every reasonable effort to resolve the issue between each other in a respectful, fair and equitable manner.

If the issue cannot be resolved between the individuals, the Members are then to complete the KRRS Complaint Reporting Form and submit it to the Society’s Compliance Committee, along with details of the dispute. The Compliance Committee will then review all correspondence of the members and will meet with each of the members involved to resolve the issue in question. The Board will then discuss and approve the appropriate action. The Member will be given reasonable opportunity to make representations to the Board with respect to the proposed discipline or suspension. Any action will be discussed and will be done to resolve the dispute in a timely manner. Any action will be in compliance with the Society’s Bylaws, Policies, Procedures, and the Societies Act.

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| Date Approved June 28, 2024 | Annual Review Date June 28, 2025 |
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