



## COMPLAINT POLICY

**The Whistler Mountain Ski Club strives to maintain the highest standard of openness, honesty and accountability, and recognizes that any person with serious concerns of wrongdoing regarding our organization needs to feel comfortable coming forward to voice those concerns in a setting free from threats of victimization, subsequent discrimination or disadvantage. In addition, our stakeholders need to be assured that there is a process for concerns to be brought to the appropriate persons and dealt with expeditiously, while ensuring that our staff and volunteers are not subjected to false allegations. This Complaint Policy is designed to allow serious concerns about wrongdoing to be brought forward, enabling Whistler Mountain Ski Club to take action on the information in a fair, open and confidential way without recrimination.**

Persons wishing to make disclosure of wrongdoing under this Policy should report their concern directly to the Club's Executive Director. If the complainant is of the view that it would be more appropriate to take their complaint to another person, or if the complainant reasonably believes that a previous complaint of wrongdoing made to the Executive Director has not been addressed, the complainant may make their complaint in writing to the Club's Board of Directors through the Secretary at [secretary@wmsc.info](mailto:secretary@wmsc.info).

Wrongdoing covers unlawful or illegal behavior and may include questionable accounting or auditing practices, dangerous practices likely to cause physical harm, abuse of power or authority, discrimination or harassment as well as unprofessional conduct by a staff member or volunteer in the course of carrying out their duties and which would be viewed by a reasonable person as damaging to the Club. Absent mitigating circumstance, wrongdoing does not include decisions made by the Club's staff or volunteers in the course of carrying out their duties.

The seriousness or complexity of a complaint will have a bearing on the amount of time required to address the issue. Nevertheless, the Club will endeavor to respond, in writing, within ten business days of a concern being raised. While the Club will endeavor to address complaints confidentially, neither confidentiality nor anonymity is guaranteed.

Any person who makes a disclosure of wrongdoing under this Policy will be protected from recrimination, provided that:

- the information is disclosed in good faith, without malice and not to seek a benefit or retribution, or to influence a decision; and
- the person making the disclosure believes the information to be substantially true, based upon a "reasonable person" standard.

Whistler Mountain Ski Club will consider deliberately or negligently making any false allegations as a serious violation of the Club's Teamship Values.

**Whistler Mountain Ski Club will not tolerate an attempt to sanction or penalize anyone who brings forward legitimate concerns of wrongdoing.**