

Triathlon Ontario

Issue Resolution Process and Board Communication Policy

Originally approved by the Board: May 5, 2007

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1. *Purpose*

From time to time it may occur that a person connected with TRIATHLON ONTARIO or a TRIATHLON ONTARIO sanctioned event may raise a sensitive or contentious issue about, its policies, processes, volunteers, members or employees. This policy clarifies the process and role of persons involved.

2. *Scope*

The policy does not relate to issues arising from the decisions of race officials. The approved process for responding to race based issues is detailed in the Triathlon Canada Rules with TRIATHLON ONTARIO Modifications.

3. *Issue Identification Process*

1. In order to be deemed "official", all comments/criticisms must be made in writing and delivered to TRIATHLON ONTARIO office marked to "Attention: Executive Director".
2. All comments/criticisms must be signed and dated before being accepted by TRIATHLON ONTARIO.
3. In the event that a communication has limited distribution to an individual board member or selected board members regarding TRIATHLON ONTARIO, it's policies, or any matter related to TRIATHLON ONTARIO the formal response shall be – **"Please direct these comments to the TRIATHLON ONTARIO office for distribution to the entire board"**
4. Only "official" comments/criticisms will be addressed.
5. Comments/criticisms may be delivered via:
 - a. E-mail
 - b. Fax
 - c. Canada Post
 - d. Courier
 - e. Hard copy delivered in person to the TRIATHLON ONTARIO office

4. *Resolution Process:*

1. The Executive Director (ED) will:
 - a. Acknowledge receipt of the communication;
 - b. Evaluate the issue; and,
 - c. Attempt to resolve it.
2. If a mutually satisfactory resolution is not possible, or if the ED is named specifically, the communication shall be forwarded to the President.
3. The President will attempt to resolve the issue in consultation with the Executive Committee.
4. If a mutually satisfactory resolution is not possible the matter will be brought to the entire board where a plan will be formulated prior to any further action being taken or comments being made.

5. Only the designated "Official spokesperson for TRIATHLON ONTARIO" may comment on the status of an issue or its resolution

5. *Threats of Legal Action*

In the event of a threat of legal action the following steps will be taken:

1. The ED will immediately notify the President regarding the nature of the complaint and the threat.
2. Any and all communications shall be forwarded to the President.
3. The matter will immediately be referred to the Sport Law and Strategy Group.
4. The President will inform the board of the complaint, the threat of legal action and what steps have been taken. Updates will be provided as required
5. Should legal action be initiated, TRIATHLON ONTARIO will seek damages to cover the legal costs TRIATHLON ONTARIO incurs in its defence.

6. *Official Spokesperson for TRIATHLON ONTARIO*

The official spokesperson for the Board shall be the President. The official spokesperson for TRIATHLON ONTARIO shall be the President or other person designated by the President. All statements made on TRIATHLON ONTARIO's behalf will be made by the official spokesperson. The Executive Committee or Board may appoint additional spokespersons as necessary.

In the event that legal action is threatened or initiated, the spokesperson for the Board and TRIATHLON ONTARIO will be TRIATHLON ONTARIO's retained legal counsel. Once a matter has been referred to legal counsel no member of the board, volunteer or employee of TRIATHLON ONTARIO will publicly comment, other than to refer the query to the legal spokesperson.

10. *Review and Approval*

This policy was originally approved by the Board of Directors on May 5, 2007 and will be reviewed by the Executive Committee on an annual basis.