



SKGABC Grievance Reporting

People have previously contacted the Sea Kayak Guides Alliance of British Columbia (SKGABC) to report non-compliance from individual guides or guiding companies. Some of these complaints involve guides breaching SKGABC operating standards and ethics and/or businesses hiring guides who do not meet Parks Canada's licensing requirements. Other issues involve non-licensed businesses operating in Parks.

SKGABC members, employers, members of the public may submit written grievances to the SKGABC if a certified SKGABC guide member is alleged to have displayed unethical, illegal, unprofessional, unsafe, or unfair practices violating the SKGABC Operating Standards, By-Laws, or Code of Ethics.

The SKGABC takes all grievances against its members seriously.

This is our [SKGABC Grievance Process](#).

Here is the general process for those wishing to report issues of non-compliance to the SKGABC:

1. Collect all the details:
 - a. Date(s) of offence
 - a. Time of day
 - b. Location of offense (e.g.)
 - c. Individuals or Businesses involved
 2. Briefly describe the nature of the offence (e.g. "x" company was ...)
 3. Include photos or other collected evidence (photos are a great way to record relevant information and provide objective evidence)
 4. Include your contact details:
 - a) First name and last name
 - b) Phone number
 - c) Email
1. Send the report to executive.director@skgabc.com or fill out the Grievance [Grievance Form](#)
 2. You will receive confirmation of the receipt of your submission as soon as possible.

Confidentiality

The SKGABC Board and staff will keep confidential (from the wider SKGABC membership and the public) specific details of allegations and identities of members directly involved in the grievance process until they have resolved the complaint.

At the complainant's request, the SKGABC will preserve their anonymity from the accused in an *informal grievance process*.

SKGABC will inform the accused member of the complainant's identity in a *formal grievance process*.

After the SKGABC Board resolves the grievance process, SKGABC will use discretion in deciding what information to release to SKGABC members or the public.

Parks Canada Non-Compliance

Parks Canada is the best way to address those specific issues. Parks Canada officials cannot be everywhere at once, so they need our help recording and reporting issues we notice in the parks. SKGABC members can play an important role in ensuring visitors to marine parks have high-quality and professional experiences.

If you submit a report, Parks Canada officials are required to act on that report. They cannot act on a suspected problem unless someone reports it. You can use the SKGABC general outline to report non-compliance issues in a Parks Canada report.

The following is a list of *possible outcomes* if a SKGABC Certified Guide is found working outside the scope of their certification and not adhering to SKGABC Operating standards.

Any breach of certifications, warnings, notifications of suspension, or expulsion from the SKGABC will be sent in writing to the member.

- Conditions for the renewal or maintenance of any level of certification. The member may be required to complete an educational, re-training, and reflective process. Complete one or more seasons at current certification before being eligible for an exam
- Be assessed on the regulations and requirements of certification. What the proper procedures are if being asked to break certification.
- Suspension or cancellation of certifications
- All days worked outside of the scope of the individual's certification will not count toward certification upgrades.
- employer also receives a warning
- Warnings. Three or more breaches will be regarded as the accused member's disregard for operating within set standards of professionalism and result in expulsion.

*The guide has the right to request a review of the decisions the SKGABC makes and to appeal decisions made from those reviews. Requests for a review of the decisions must be submitted to us within 45 days of the decision.

**Any employer asking SKGABC-certified guides to work outside the scope of their certification may have the same penalties imposed on their personal certification.

***If an owner/employer is also an SKGABC member, they may also have the above terms placed on their certification due to coercion of another SKGABC guide.

**** If an employer is not a member of the SKGABC, they may receive a letter informing them we have noted their failure in SKGABC best practices, reinforce the need for best practices, and potentially be denied the use of our job posting services.