



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.