

NSP CODE OF CONDUCT

Step-by-Step Process | 2023

The intent of this document is to provide members with a quick step-by-step reference guide for filing a complaint. The goal is to be fair and reasonable to all members and to exercise good faith and use best practices.

The National Ski Patrol (NSP) expects members to interact in a professional and respectful manner and holds all members to a high standard of respect, civility, and congeniality. Reports of misconduct by any member should be resolved quickly and efficiently, and with respect and professionalism.





FOR MEMBERS

Any member who in good faith questions actions or inactions toward them that violate the Code of Conduct is making a protected disclosure, which means that the member must be protected from harassment, retaliation, or disciplinary action as a response for raising the concern.

If you are an NSP member with a concern about the conduct of another NSP member, follow these steps:

1. If you are feeling disrespected or offended, first address the issue directly with the member(s) involved, if possible.
2. If you know that there has been a violation of State or federal law, consider contacting law enforcement or the agency that handles or investigates such complaints.
3. Address the issue with your local Patrol Director/Patrol Representative (PD/PR) and/or Region Director (RD) if you are comfortable in doing that. Most complaints can and should be resolved on the local level if possible. If it is not possible to resolve the issue locally, you should file a complaint.

To file a complaint:

1. Complete the online complaint form on the NSP website. You will be asked to describe the violation(s) and provide a short summary of supporting facts, copies of supporting documents and a list of witnesses. Please make sure you answer all questions as completely as you are able.
2. You will receive a notification that your complaint has been delivered.
3. An investigation will take place.
4. For appeals, refer to Chapter 6 of the NSP Policies and Procedures.

For those who are accused in a complaint:

1. Take the accusation seriously.
2. Listen with an open mind, respect the perspective of the complainant, and try to resolve the issue with the complainant.
3. Seek personal legal counsel if necessary.
4. If you feel the accusation is without merit, go to your PD/PR.
5. If appropriate, respond with a sincere apology.
6. You are entitled to be informed of the status of the complaint.

