

# Conflict Resolution Policy



The Board of Directors and Club Coaches recognize that disagreements are a normal byproduct of participation in any organization, including minor sports. The club has a responsibility to all stakeholders in the program (players, parents, coaches, Board members) to ensure that matters of concern are investigated and discharged in a fair, timely, and appropriate way. We commit to providing a mechanism to allow all parties to find a fair resolution through a transparent process.

This policy should be followed in any instance where a club stakeholder perceives that a violation of any of the codes of conduct of the club or Volleyball BC has been committed.

Outlined below are the steps that parents, players and coaches should use to deal with any conflicts that arise. It is imperative that all steps are followed in the proper order. Should it be determined that a transgression has occurred that necessitates a remedy, all parties should be aware that the resolution to a problem may include serious consequences. Serious issues may affect a player's opportunity to play for the club, a parent's ability to participate in club events, and a coach's ability to participate in a leadership role in the club.

All stakeholders should be aware that all allegations of a serious or criminal nature will be reported immediately to the police or relevant agency and will not be investigated by the club.

Note: Strict confidentiality, impartiality, fairness and due process must be observed.

## **Step 1: Coaches/Parents should address any concerns by dealing directly with the person involved.**

1. Wait 24 hours after the event or conflict (except in cases where immediate action to deal with a serious matter is concerned, e.g. abuse, harassment)
2. Write out the facts of the conflict or concern on paper using the *Complaint Reporting Form*
3. The Coach/Parent shall contact the other party and ask to meet outside of normal practice/game times, as soon as possible after the event/concern. The parties should meet within 48hrs of the request being made to discuss the issue. A good time would be after a game/practice or on an off-day
4. Parents or Coaches requesting a meeting should bring their written, specific concerns to this meeting, not simply complain about general issues related to the team.
5. If the issue is resolved at the meeting there is no need for further action by the club, however the Parent(s)/Coach(es) should document that an issue was raised and resolved. The Coach should then notify the executive of the resolution.

This should all take place within 3 days of the event/conflict.

If Step 1 does not resolve the issue then both parties must put their concerns in writing (or email) and forward these notes to the executive within 24 hours.

### **Step 2: Involve Board of Directors**

If the Parent and Coach cannot agree on a resolution in Step 1, an executive member will arrange to meet with the parties within 5 days of receiving letters from both parties describing the conflict and suggested resolutions.

The Board President or Board designate should gather information as necessary using the *Complaint Reporting Form* to ensure they have a clear understanding of the facts. If there is a dispute over the facts, statements from witnesses and other relevant evidence will be obtained.

If the parties reach agreement on a resolution at this conference there is no need for further Action.

If no resolution is agreed upon the board will be presented with all information gathered. The board will decide upon a course of action and that decision will be final.

The *Complaint Reporting Form* documenting the complaint, summarizing the investigation process, and the outcome including any penalties assessed will be prepared and filed. This report should include any recommendations for future actions.

This should be completed within 14 days of the event/concern.

### **Potential Consequences**

All parties involved with the club should be aware of the consequences from actions deemed inappropriate, including:

- verbal apology to parties involved
- written apology to parties involved
- temporary ban on attending club practices or competitions (parents or players)
- permanent ban on attending club practices or competitions (parents or players)
- temporary suspension of coaching privileges
- full season suspension of coaching privileges (or remainder of season)
- permanent suspension of coaching privileges.