



Complaints and Conflict Resolution Policy

Policy

- 1.0 Where appropriate, conflict will be addressed proactively by the coach, Club Director or Board of Directors.
- 2.0 All conflict resolution discussions shall be held in private and not during practice or competition times.
- 3.0 All conflict resolution discussions will be conducted with respect, openness to resolve, and without aggressive/slanderous tone.

Conflict between Athletes or between Parents

- 4.0 The player/parent shall contact the coach or the coach shall contact the athlete/parent to describe the conflict.
- 5.0 The athlete shall be present with the parent during conflict resolution discussions.
- 6.0 If the coach is unable to resolve the conflict, the Club Director shall meet with the parties to review the issues.
- 7.0 If required, the Club Director shall review the issues with the Board of Directors to determine course of action.
- 8.0 The Club Director will provide a final resolution to the problem and close the issue.
- 9.0 Resolution to the issue could include actions such as conversation and agreements on behaviors, limit parent practice observation by closing the practice and/or removal of athlete from the roster/team.

Conflict between Athletes or Parents and a Coach

- 10.0 The player/parent shall contact the coach to describe the conflict.
- 11.0 The athlete shall be present with the parent during conflict resolution discussions.
- 12.0 If the coach is unable to resolve the conflict, the Club Director shall meet with the parties to review the issues.
- 13.0 If required, the Club Director shall review the issues with the Board of Directors to determine course of action.
- 14.0 The Club Director will provide a final resolution to the problem and close the issue.

- 15.0 Resolution to the issue could include actions such as conversation and agreements on behaviors, limit parent practice observation by closing the practice and/or removal of athlete/coach from the roster/team.

Irreconcilable Differences

- 16.0 In the event that irreconcilable differences arise, where the Athlete and Parent are still not satisfied with the resolution made by the Club Director, then the Athlete may be released from the club noting that the coach-athlete/parent relationship was not the best fit.