



## Sherwood Park Minor Baseball Association

**Policy:** Conflict Resolution Policy

**Effective Date:** February 13, 2017

**Supersedes:** March 12, 2014

### Mission Statement

To foster and encourage the growth and enjoyment of the sport of baseball by teaching the value of sportsmanship, skills and competition.

### Rationale:

In certain circumstances parents of SPMBA players may have conflicting opinions with regards to coaching practices, team operations and operational procedures of SPMBA.

In all of the procedures described below, those involved in the resolution process will be free to interview any and all parties, including players, to assist them in their efforts.

### Details:

Order of contact for Conflict Resolution is as follows:

Team Off-field Manager  
Head Coach  
Divisional Director  
VP Rep/HL  
President  
Board of Directors

### Procedure:

1. A 24 hour "cooling off" period will exist.
2. Any parent who has a concern should first approach the off-field manager and attempt to resolve the issue at that level. A response from the team official is expected within a 24-48 hour period before escalation.
3. If resolution has not been accomplished, the parent is then to contact the Coach, to which a response is to be expected within a 24-48 hour period.
4. If the parent does not feel that the issue has been resolved to a satisfactory degree, then the parent can contact the appropriate divisional Director to request their involvement. A response from the division Director is to be conducted within a 24-48 hour of notification.
5. If the parent does not feel that the issue has been resolved to a satisfactory degree, then the parent can contact the appropriate VP (Rep/HL) to request their involvement. A response from the VP is to be conducted within a 24-48 hour of notification.
6. If no resolution is obtained, the Parent may then contact the President in efforts to resolve any issues at hand. The final level of involvement in the conflict resolution will involve consultation with the Team Official, Coach, Divisional Director, VP (HL/Rep) and the President.
7. If the parent does not feel that the issue has been resolved to a satisfactory degree, then the parent can contact the Board of Directors to request their involvement. A response from the Board of Directors is to be conducted within a 24-48 hour of notification.
8. Upon final review, resolutions determined by SPMBA will be deemed to be final.

Note: If a SPMBA Director, VP or the President happens to be a Coach of a team where a concern has been expressed, that person must recuse themselves from the level of decision where they would be typically involved. At the Director level, the decision will be reviewed by the Director at the next highest level of play. For Midget, the Midget Director of the alternate HL/Rep program will manage the dispute. At the VP HL / VP Rep level, the VP for the alternate program will handle the dispute. At the President Level, the Past President will manage the dispute.

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