



Conflict Resolution Policy

PURPOSE

To provide guidance on the procedure to follow when a parent, guardian, coach, official, or other adult person has a problem, issue, concern, grievance, or question about activities within Didsbury Minor Soccer.

POLICY

1. Any problem, issue, concern and/or question should be brought to the attention of Didsbury Minor Soccer in the following order of conflict resolution:
 - a. Head coach of the player's team
 - b. Assistant coach/team manager for the player's team
 - c. President of the Didsbury Minor Soccer Association
 - d. Didsbury Minor Soccer Association Board of Directors
 - e. Big Country Soccer Association
2. Any problem, issue, concern and/or question must first be addressed within the team by contacting the team's Head Coach.
3. If the issue cannot be resolved with the Head Coach, the complainant shall contact the team's Assistant Coach or Team Manager.
4. If the issue cannot be resolved, the complainant and/or team coach shall contact the President of the Didsbury Minor Soccer Association.
5. The DMSA President, when possible, will resolve the matter justly and in a manner that is best for all parties involved. If the complainant is not satisfied with the decision, they may appeal to the DMSA Board of Directors.
6. If the decision of the DMSA Board of Directors does not meet the satisfaction of the complainant, the complainant may make a further appeal to the Big Country Soccer Association, if necessary.
7. Depending on the severity of the issue, the complainant or representative of Didsbury Minor Soccer may contact law enforcement for intervention at any stage of the process.