

B.A.H.A.'s Team Conflict Policy

OBJECTIVE

B.A.H.A. knows that there are from time to time disagreements between its members on the same team, whether it be team staff, parents, or any members involved in a single team.

SCOPE

This policy applies to all members of the Association during the season who are together on the same team whether they are just members cheering for the team, parents, or team staff.

POLICY

When a conflict arises B.A.H.A.'s policy is to firstly employ the 24-hour rule, as many situations may seem less important once some time has passed.

Once the 24-hour time period has elapsed, the following steps should be followed:

1. Contact Team Liaison with the concerns in a calm, appropriate and professional manner through whatever communication methods are preferred. This can include, private TeamSnap Chat message, email, phone call, text message. Please refrain from posting in the public TeamSnap Chat.
2. Liaison will bring the issue to the attention of the Head Coach and whatever team staff that is pertinent to the situation.
3. Head Coach and other team staff involved will respond to the complaint/comment and take steps to correct the issue if required.
4. Liaison will reply to the member who filed the complaint/comment and ensure the satisfaction of the member. If the member is not satisfied, they may once again reissue the complaint or request a formal meeting with the Liaison, Head Coach and Manager and other team staff required.
5. If a meeting takes place and a resolution cannot be found then the Team Manager or Parent Liaison may bring the conflict to the appropriate Level Director on the Board for a board ruling.
 - a. The appropriate level director along with the Discipline committee will review the information provided and make a ruling or request meetings with the people involved to gather more information.
 - b. Once a board ruling is made it is final and must be followed.

