



Conflict Resolution Policy

Protocol

RAB is committed to providing all members with a means of resolving issues or concerns that may arise during the season. There are many reasons why members may have a disagreement but frequently it involves concerns over: playing time, playing position, skill development, or coaching style. If left unaddressed, these issues can escalate and will ultimately have a negative impact on the player, parent, coach and team. If a conflict should arise during the season, the following steps should be taken to resolve the difference.

Remember the "24-hour rule". When upset, wait 24 hours, and then determine if you wish to pursue an issue.

Step One

If the issue has arisen due to an incident with a coach or any aspects of the team the initiating party will request a meeting with the coach (s) either in person, by e-mail or by phone. This request can be made directly to the coach so that the privacy of the individual requesting the meeting is maintained. Please do not approach the coach prior to or after a game or practice as the coach's focus should be on the players and the game/practice. It is recommended that the coach use their discretion to determine if they should have other bench staff present as part of the discussion.

Step Two

A meeting shall take place between the affected parties. RAB coaches are encouraged to meet with individual parents to discuss concerns that affect that parent's child. If the difference is not resolved, then Step Three can be initiated by either party.

Step Three

The initiating party will notify the Director of Convenors and/or the Director of Player

Development who will meet, as soon as possible, with both sides in an attempt to resolve the difference. If the Director of Convenors and/or the Director of Player Development cannot resolve the situation at this meeting, then Step Four is followed.

**Please note that in this step if any of the Directors have a conflict of interest regarding the incident that they be removed immediately from the discussions and decision*

Step Four

One or both parties can request that the difference be settled by the RAB Executives. Such a request will be submitted in writing to the President of RAB who will place it on the next agenda or call a special meeting, if required. The Director of Convenors and/or the Director of Player Development will report to the RAB Executives and both parties will be heard. Should the matter require a vote by the RAB Executives, the vote will be by secret ballot. The decision of the majority will be binding on all parties.

**Please note that in this step if any of the Directors have a conflict of interest regarding the incident that they be removed immediately from the discussions and decision*

Step Five

Should the situation not be resolved within the association, all registered members have the right of appeal to the Southern Region Ringette Association (SRRRA), and in turn, Ringette Ontario (RO).

Please see the RO relevant policies here:

<https://www.ringette.ca/safe-sport/discipline-and-complaints-policy/>

<https://cloud.rampinteractive.com/ringetteontariogames/files/Policies/DISCIPLINE-AND-COMPLAINTS-POLICY-July-2020.pdf>

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