

KRA Conflict Resolution Policy

Status: Operating
Adopted: April 7, 2026
Last Amended: April 24, 2026

1. Introduction

1.1 This policy is adopted by the Kelowna Ringette Association (KRA) Executive under the authority of the KRA Bylaws. Questions about this policy may be referred to admin@kelownaringette.com. The term "Executive" refers to the governing body of the Kelowna Ringette Association, as defined in the KRA Bylaws. This group is often referred to informally as the "board."

1.2 The purpose of this policy is to promote respectful, timely, and fair resolution of concerns at the lowest appropriate level, in a manner consistent with KRA's values of sportsmanship, respect, and community focus.

1.3 This policy governs **Minor Complaints** that arise within KRA-sanctioned activities or events which involve KRA members, players, parents, volunteers, or bench staff.

1.4 This policy does not apply to:

1.4.1 **Formal Complaints**, which must be reported under the **Formal Complaints and Discipline Policy**.

1.4.2 Administrative or policy disputes (e.g., registration, player movement, team selection), which must be reported to admin@kelownaringette.com.

1.5 The KRA Vice President is responsible for the administration and oversight of this policy in accordance with the KRA Bylaws. This includes ensuring that this policy is reviewed annually and that all bench staff and parents are made aware of the process.

2. Definitions

2.1 **Minor Complaint:** an interpersonal concern or disagreement regarding communication, playing time, coaching style, other team-related issues, or matters that do not involve harassment, discrimination, maltreatment, or significant violations of the [Ringette BC Codes of Conduct](#).

2.2 **Formal Complaint:** a written complaint alleging harassment, discrimination, maltreatment, or significant violations of the Ringette BC Codes of Conduct, which must be addressed under the **Formal Complaints and Discipline Policy**.

2.3 **Complainant:** a person or persons who submits a Minor Complaint under this policy.

2.4 **Respondent:** the individual or group to whom the Minor Complaint is directed.

2.5 **Conflict Resolution Meeting:** a meeting, whether in-person or virtual, held to discuss the issue and seek a mutually acceptable resolution.

2.6 **Confidential Records:** Records containing personal, sensitive, or complaint-related information requiring restricted access. This classification applies to materials created or received under this policy, including complaint submissions, correspondence, notes, and resolution summaries.

2.7 **Official KRA Email Address:** An email address ending with @kelownaringette.com that uses the email service provided by KRA for official business.

3. Principles

3.1 Complainants must observe a "24-hour rule" before raising a concern, to ensure discussions occur with professionalism and perspective.

3.2 Concerns should be raised and resolved as early as possible, ideally within seven (7) days of the incident.

3.3 All parties must engage respectfully and in good faith, focusing on solutions rather than blame.

3.4 Retaliation against any party for raising a concern in good faith is strictly prohibited.

3.5 All participants in the process must maintain confidentiality and act in a manner consistent with Ringette BC's Code of Conduct.

4. Process for Conflict Resolution

4.1 Step 1: Direct Discussion

4.1.1 The **Complainant** should first request a private discussion with the **Respondent** (eg: a coach or parent) to address the issue directly. This request may be made in person, by phone, or by email.

4.1.2 The discussion should not take place immediately before or after a game or practice, when emotions may be heightened (see Section 3.1).

4.1.3 Once the discussion has taken place, if the matter is resolved, no further action is required.

4.1.4 If the matter remains unresolved, a **Conflict Resolution Meeting** may be requested through the Director of Coaching (or, if not available, the director for the division) or the Vice President.

4.1.5 If either party believes that a direct discussion is not appropriate in the circumstances, they may request a Conflict Resolution Meeting through the Director of Coaching (or, if not available, the director for the division) or the Vice President.

4.2 Step 2: Conflict Resolution Meeting

4.2.1 The Director of Coaching (or, if not available, the director for the division) and the Vice President will facilitate a meeting between the parties to clarify concerns, explore solutions, and document any agreed-upon actions.

4.2.2 If the matter is resolved, a brief summary will be recorded as a **Confidential Record**.

4.2.3 If the matter cannot be resolved informally, either party may submit a written request to the President for a review by the KRA Executive.

4.3 Step 3: KRA Executive Review

4.3.1 The President may add the matter to the agenda of the next scheduled Executive meeting, or call a special meeting of the Executive if the matter is urgent.

4.3.2 The Director of Coaching (or, if not available, the director for the division) and the Vice President will present a report to the Executive summarizing the Conflict Resolution Meeting and the information gathered through that process. The Executive will review the report and determine whether further action is required under this policy.

4.3.3 If a vote is required, the decision will be made by secret ballot and recorded in the minutes as either upheld, dismissed, or referred for further action.

4.3.4 The Executive's decision under this policy is final within KRA.

4.3.5 Either party has the right to refer the matter externally as described in Section 8 (Escalation).

5. Confidentiality

5.1 All parties must maintain strict confidentiality throughout the process, except as disclosure is required by law or policy.

5.2 Executive meeting minutes must record only the outcome of a review (resolved, dismissed, or referred), not personal details or deliberations.

6. Communications

6.1 The Complainant and Respondent must receive written summaries and/or notice of decisions through an **Official KRA Email Address** or other KRA approved confidential means.

6.2 Both parties must be informed whether the concern has been resolved, dismissed, or referred for further action, as well as their right of appeal or external escalation (if applicable).

7. Record-Keeping

7.1 All materials created or received under this policy are considered Confidential Records and must be managed in accordance with the **KRA Records Retention and Email Use Policy**.

8. Escalation

8.1 If a complaint submitted under this policy is deemed by the Vice President or the Director of Coaching (or, if not available, the director for the division) to involve misconduct or maltreatment, it will be redirected to the **Formal Complaints and Discipline Policy** or, where applicable, referred to Ringette BC's Independent Third Party.

8.2 If the Minor Complaint cannot be resolved within KRA, or if either party believes that KRA cannot act impartially, the matter may be referred to Ringette BC (RBC) in accordance with the Ringette BC Discipline & Complaints Policy 3.6 (Process #1).

Revision History

Date	Revision
2025.10.04	Initial draft created.
2026.02.28	Draft revisions per Policy Review Committee to address structure of Section 4 to make it clear of resolved/unresolved paths and escalation processes.
2026.04.07	Naming of alternate if Director of Coaching is not available. Policy approved as Interim Policy by KRA Executive.
2026.04.24	Fix numbering error. Policy approved as Operating Policy at KRA AGM.