

**KELOWNA RINGETTE
PARENT / BENCH STAFF CONFLICT
RESOLUTION PROTOCOL**

Kelowna Ringette Association (KRA) is committed to providing parents and bench staff with a means of resolving issues or concerns that may arise during the season. There are many reasons why a person 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”. If you are upset, wait 24 hours and then determine if you wish to pursue an issue

Step One:	The initiating party will request a meeting with the Coach or Parent either in person, by e-mail or by phone. This request can be made directly to the Coach/Parent 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.
Step Two:	A meeting shall take place between the affected parties. KRA Coaches are encouraged to meet with individual parents to discuss concerns that affect that parent’s player. If the difference is not resolved, then Step Three can be initiated by either party. **Please note that Step 3 can be initiated at any time if a Coach/Parent is not comfortable.**
Step Three:	The initiating party will notify the Director of Coaching and the Vice President who will meet, as soon as possible, with both sides in an attempt to resolve the difference. If the Director of Coaching and the Vice President cannot resolve the situation at this meeting, proceed to Step Four.
Step Four:	One or both parties can request that the difference be settled by the KRA Executive. Such a request will be submitted in writing to the President of KRA who will add it to the next meeting agenda or call a special Board meeting, if required. The Director of Coaching and the Vice President will report to the Executive and both parties will be heard.
<i>Should the matter require a vote by the KRA Executive, the vote will be conducted by secret ballot. The decision of the majority will be binding on all parties.</i>	
Step Five:	Should the situation not be resolved by KRA, all registered members have the right of appeal to the BC Ringette Association (BCRA).