



Mississauga Majors Complaint Resolution Policy

The Mississauga Majors Executive Committee recognizes that disagreements are a normal by-product of participation in any organization, including minor sports.

As such, the Mississauga Majors have a responsibility to all stakeholders in the program (players, parents, coaches, Executive Committee members) to ensure that matters of concern are investigated and discharged in a fair, timely, and appropriate manner by providing a mechanism to allow all parties to find a fair resolution through a transparent process.

This policy should be followed in any of the following instances:

- Any stakeholder perceives that a violation of any of the codes of conduct (Player, Coach, Parent) of the Association has been committed.
- There is a disagreement about the manner in which any baseball rules are applied or there is a disagreement about the manner in which any Association policies are applied

Outlined below are the steps that Parents, Players and Coaches should use to deal with any conflicts that arise. It is imperative that all steps are followed in the proper order.

Should it be determined that a transgression has occurred that necessitates a remedy, all parties should be aware that the resolution to a problem may include serious consequences. Serious issues may affect a player's eligibility to play, a parent's ability to participate in events, and a coach's ability to participate in a leadership role representing the Mississauga Majors Baseball Association.

All stakeholders should be aware that all allegations of a serious or criminal nature will be reported immediately to the police or relevant agency and will not be investigated internally.

Note: Strict confidentiality, impartiality, fairness and due process must be observed.

Step 1

- i. Coaches/Parents should address any concerns by dealing directly with the person involved.
- ii. Wait 24 hours after the event or conflict (except in cases where immediate action to deal with a serious matter is concerned, e.g. abuse, harassment)
- iii. Record / Write out the facts of the conflict or concern on paper
- iv. The Coach/Parent shall contact the other party and ask to meet outside of normal practice/game times, as soon as possible after the event/concern. The parties should meet within 48hrs of the request being made to discuss the issue.
- v. Parents or Coaches requesting a meeting should bring their written, specific concerns to this meeting, not simply complain about general issues related to the team.
- vi. If the issue is resolved at the meeting there is no need for further action, however the Parent(s)/Coach(es) should document that an issue was raised and resolved.
- vii. The Coach should then notify their respective Division VP of the resolution of the issue. This should all take place within 3 days of the event/conflict.

If Step 1 does not resolve the issue then both parties must put their concerns in writing (or email) and forward these notes to the Vice President of the division within 24 hours.

Step 2

The Division Vice President will adjudicate matters should resolution not be achievable after Step 1 of this policy

- i. The Division Vice President will arrange to meet with the parties within 3 days of receiving letters from both parties describing the conflict and suggested resolutions.
- ii. The Division Vice President will gather information as necessary to ensure they have a clear understanding of the facts. If there is a dispute over the facts, statements from witnesses and other relevant evidence will be obtained.
- iii. If the parties reach agreement on a resolution at this conference there is no need for further action. The Vice President should inform the Executive in writing that a formal complaint has been brought forward, that a meeting has been held, and that a resolution has been reached.
- iv. If the Division Vice President cannot mediate the parties to reach a mutually agreeable resolution, the President of the Association will become involved in an attempt to mediate the issue.
- v. If the Division Vice President and President cannot assist the parties to reach a mutually agreeable resolution, they will forward the letters from the parties to the Executive, along with their notes on the matter. This should all be done within 7 days of the event/concern

Step 3

If the issue is not resolved in Step 2 the Executive Committee will meet as necessary to determine a fair resolution to the issue. The Executive's decision will be conveyed to the parties involved, in writing, along with a clear explanation of the rationale behind the decision and any penalties that are applied.

The potential consequences are detailed in the paragraph below.

A report documenting the Complaint, summarizing the Investigation Process, and the outcome including any penalties assessed will be prepared and filed.

This report should include any recommendations for future actions. This should be completed within 14 days of the event/concern.

Potential Consequences

All parties involved with the Mississauga Majors Baseball Association should be aware of the consequences from actions deemed inappropriate, including, but not limited to:

- verbal apology to parties involved (with VP's witness)
- written apology to parties involved (and copy to the Executive)
- temporary ban on attending MMBA events (parents or players)
- permanent ban on attending MMBA events (parents or players)
- temporary suspension of coaching privileges (Pre season, 1 game or more, 1 week)
- full season (or remainder of season) suspension
- suspension of coaching privileges (Summerball season)
- suspension of coaching privileges (next season)
- suspension of coaching privileges (permanent)

The Mississauga Majors Baseball Association reserves the right to reject or revoke membership based on behavior unbecoming a member.