



Dispute Resolution Process

Red Deer Lacrosse Association

Introduction

The Red Deer Lacrosse Association (RDLA) is committed to maintaining a positive and respectful environment for all members. To manage conflicts effectively, we have established a clear dispute resolution process that aligns with our communication guidelines. This process ensures that disputes are handled fairly, promptly, and efficiently, starting with parent liaisons as the initial point of contact.

Step-by-Step Dispute Resolution Process

Step 1: Self-Resolution

- **Direct Communication:** If a dispute arises, the involved parties should first attempt to resolve the issue through direct, respectful communication. Refer to the RDLA Communication Guidelines for guidance on conducting these conversations.
- **Timing:** Address issues as soon as they arise to prevent escalation. Aim to resolve minor disputes within 48 hours.

Step 2: Involvement of Parent Liaison

If the dispute is not resolved through direct communication, the next step is to involve a parent liaison.

- **Contact Parent Liaison:** The concerned party should contact the designated parent liaison for their team. Provide a brief, clear description of the issue, including any relevant details and previous attempts to resolve it.
- **Parent Liaison Role:** The parent liaison will act as a neutral intermediary, facilitating communication between the parties. They will:
 - Listen to both sides of the dispute.
 - Encourage open, respectful dialogue.
 - Help identify possible solutions.

- **Timeline:** The parent liaison will aim to facilitate a resolution within one week of being contacted.

Step 3: Mediation by Coaches or Team Officials

If the parent liaison is unable to resolve the dispute, it will be escalated to the coaches or team officials.

- **Escalation:** The parent liaison will refer the matter to the coach or a designated team official, providing a summary of the issue and steps taken so far.
- **Mediation Meeting:** A meeting will be scheduled with the involved parties, the parent liaison and the coach or team official. The goal of this meeting is to mediate the dispute and reach a mutually acceptable resolution.
- **Documentation:** The coach or team official will document the dispute and the outcomes of the mediation meeting.

Step 4: Involvement of RDLA Board

If the dispute remains unresolved after mediation by the coach or team official, it will be escalated to the RDLA Board.

- **Formal Complaint:** The involved party should submit a formal written complaint to the RDLA Board, including all relevant details and documentation of previous resolution attempts.
- **Board Review:** The RDLA Board will review the complaint, gather any additional information if needed, and schedule a hearing with the involved parties.
- **Board Decision:** After the hearing, the RDLA Board will make a final decision on the dispute. This decision will be communicated in writing to all parties involved.
- **Finality:** The decision made by the RDLA Board is final and binding.

Step 5: Special Procedure for Issues Involving Board Members or Their Children

If the dispute involves a board member or their child, follow these additional steps:

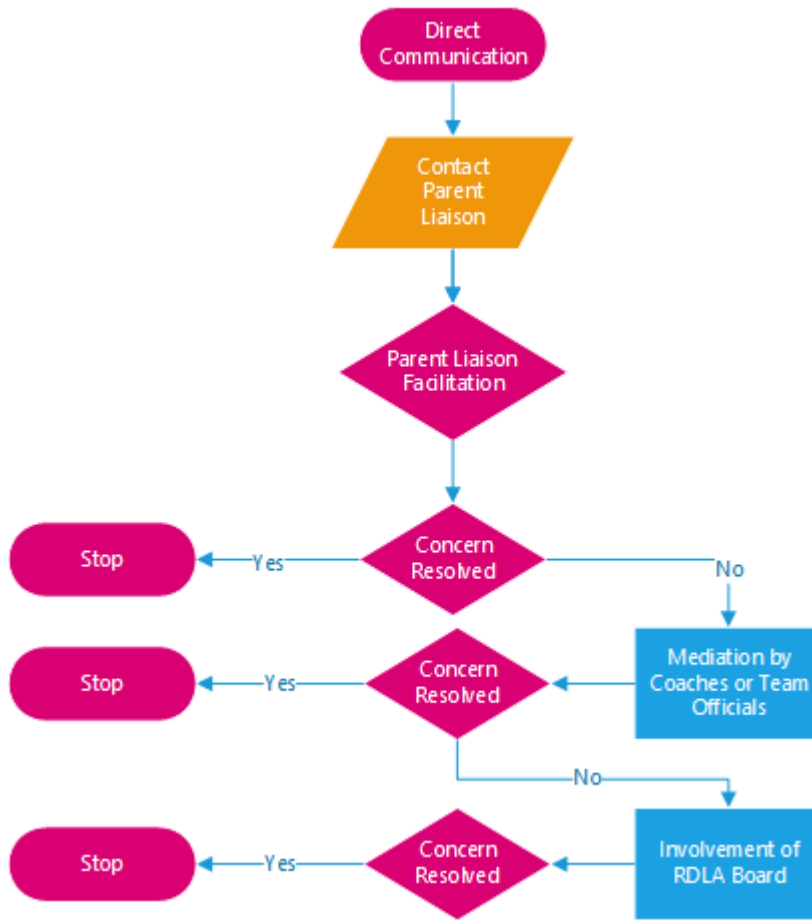
- **Direct Communication:** Attempt to resolve the issue through direct communication, following the RDLA Communication Guidelines.
- **Contact Parent Liaison:** If unresolved, contact the parent liaison, as outlined in steps above.
- **Board Review or Escalation to Independent Mediator:** If the dispute cannot be resolved through the parent liaison and involves a board member or their child, the issue will be brought to the RDLA Board to review and decide upon, excluding the involved board member from the decision-making process.
- *The Board May choose to bring the matter to an independent mediator appointed by the RDLA.*

- **Appointment of Mediator:** The RDLA will appoint an impartial mediator who is not a board member and has no direct ties to the parties involved.
- **Mediation Process:** The mediator will conduct a thorough review, including interviews with the involved parties, and facilitate a mediation meeting.
- **Resolution:** The mediator will provide a recommendation to the RDLA Board, excluding the involved board member from the decision-making process.
- **Board Review and Final Decision:** The RDLA Board, excluding the involved board member, will review the recommendation and make a final decision. This decision will be communicated in writing to all parties involved and is final and binding.

Conflict Resolution Best Practices

- **Respect and Confidentiality:** Maintain respect and confidentiality throughout the dispute resolution process. Only those directly involved should have access to information about the dispute.
- **Documentation:** Keep thorough documentation at each step, including emails, meeting notes and any other relevant records.
- **Follow-Up:** After a resolution is reached, follow up to ensure that the agreed-upon actions are implemented and effective.
- **Support:** Provide support to all parties involved in the dispute to foster a positive environment and prevent future conflicts.

Flow Chart for Dispute Resolution



Conclusion

By following this structured dispute resolution process, the Red Deer Lacrosse Association aims to handle conflicts efficiently and fairly, promoting a harmonious and respectful community. The involvement of parent liaisons as the initial point of contact ensures that disputes are addressed at the earliest stage, fostering open communication and early resolution.

For any questions or further information regarding the dispute resolution process, please contact your team's parent liaison or the RDLA Board.