



## Conflict Resolution Policy

The RMMBA Executive recognize that disagreements are a normal byproduct of participation in any organization, including minor sports. The Association has a responsibility to all stakeholders in the program - players, parents, coaches, umpires, executive members, other staff, etc. - to ensure that matters of concern are investigated and discharged in a fair, speedy, and appropriate way. We commit to providing a mechanism to allow all parties to find a fair resolution through a transparent process.

Outlined below are the steps that parents, players, coaches or any other association member should follow to deal with conflicts that arise. It is imperative that all steps are followed in the proper order.

All parties should be aware that the resolution to a conflict may include serious consequences and that all allegations of a serious or criminal nature will be reported to the police or relevant agency and will not be investigated by RMMBA.

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

### **Step 1: Parents/Coaches or parties involved should address any concerns by dealing directly with the person involved.**

1. Wait 24 hours after the event or concern (except in cases where immediate action to deal with a serious matter is concerned, e.g. abuse, harassment).
2. Write out the facts of the event or concern.
3. The Coach/Parent or party involved shall contact the other party and ask to meet outside of normal practice/game times, as soon as possible after observing the 24 hour rule. The parties should meet within 48 hours of the request being made to discuss the issue.
4. Coach/Parent or party requesting the meeting should bring their written, specific concerns to this meeting, not simply complain about general issues related to the team.
5. If the issue is resolved at the meeting, there is no need for further action by RMMBA, however the coach/parent or party involved should document that an issue was raised and resolved.
6. If Step 1 does not resolve the issue, both parties must put their concerns in writing via email and forward these notes to the Division Commissioner and the Junior/Senior Commissioner (as applicable), or designate within 24 hours.



## **Step 2: Division Commissioner and Junior/Senior Commissioner**

1. If the Coach/Parent or parties involved do not agree on a resolution in Step 1, the Division Commissioner and Junior/Senior Commissioner (or designate) will arrange to meet with the parties within three days of receiving letters from both parties.
2. The Division Commissioner and Junior/Senior Commissioner (or designate) should 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 may be obtained.
3. If the parties reach an agreement on a resolution at this conference, there is no need for further action. The Division Commissioner and Junior/Senior Commissioner (or designate) should inform the Vice President of Operations, in writing, that a formal complaint has been received, that a meeting was held, and that a resolution has been reached.
4. If the Division Commissioner and Junior/Senior Commissioner (or designate) cannot help 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.
5. This should be completed within seven days of the event/concern.

## **Step 3: Executive Involvement**

1. If the issue is not resolved in Step 2, the Executive will meet as necessary to determine a fair resolution to the issue.
2. The Executive's decision will be conveyed to the parties involved, in writing, along with an explanation of the rationale behind the decision and any penalties that are applied.
3. This should be completed within fourteen days of the event/concern.

## **Potential Consequences**

All parties with RMMBA should be aware of the consequences from actions deemed inappropriate including, but not limited to:

1. Verbal apology to parties involved (with Commissioner as witness)
2. Written apology to parties involved (and copy to the Executive)
3. Temporary ban on attending RMMBA events (players/parents)
4. Permanent ban on attending RMMBA events (players/parents)
5. Temporary suspension of coaching privileges
6. Permanent suspension of coaching privileges