



Policy Name:	CONFLICT RESOLUTION POLICY
Effective Date:	MARCH 01, 2024
Approved by:	SPMB BOARD

In certain circumstances, parents of SPMB players may have conflicting opinions with regards to coaching practices, team operations and operational procedures of SPMB. In all of the procedures described below, those involved in the resolution process will be free to interview any and all parties, including players, to assist them in their efforts.

Order of contact for Conflict Resolution is as follows:

- Team Off-field Manager
- Head Coach
- Baseball/Softball Director
- Vice-President
- President
- Board of Directors

1. A 24 hour “cooling off” period will exist.
2. Any parent who has a concern should first approach the off-field manager and attempt to resolve the issue at that level. A response from the team official is expected within a 24-48 hour period before escalation.
3. If resolution has not been accomplished, the parent is then to contact the Coach, to which a response is to be expected within a 24-48 hour period.
4. If the parent does not feel that the issue has been resolved to a satisfactory degree, then the parent can contact the appropriate Baseball/Softball Director to request their involvement. A response from the Baseball/Softball Director is to be conducted within a 24-48 hour of notification.

5. If the parent does not feel that the issue has been resolved to a satisfactory degree, then the parent can contact the Vice-President to request their involvement. A response from the Vice-President is to be conducted within a 24-48 hour of notification.

6. If no resolution is obtained, the Parent may then contact the President in efforts to resolve any issues at hand. The final level of involvement in the conflict resolution will involve consultation with the Team Official, Coach, Baseball/Softball Director, Vice-President and the President.

7. If the parent does not feel that the issue has been resolved to a satisfactory degree, then the parent can contact the Board of Directors to request their involvement. A response from the Board of Directors is to be conducted within a 24-48 hour of notification.

8. Upon final review, resolutions determined by SPMB will be deemed to be final.

Note: If a SPMB Director, Vice-President or President happens to be a Coach or team official of a team where a concern has been expressed, that person must recuse themselves from the level of decision where they would be typically involved. At the Baseball/Softball Director level, the Technical Director will become involved if there is a conflict of interest.