

RESOLUTIONS PROCEDURE

The Resolutions Procedure is in place to ensure we provide a safe space for our registrants. All committees unless a conflict of interest shall be chaired by the Resolutions Director, in the case of their absence or inability to chair the President shall chair specific complaints.

In doing so, the following procedure shall be followed:

Complaint Process

1. Complain is sent in;
 - a. Minor issues shall adhere to a minimum wait period of 24hr after the incident occurred.
2. Assess the complaint ;
3. Acknowledge receipt of complaint within two business days via email or telephone;
4. Forward the complaint to the appropriate parties (chairs or heads);
5. If the Resolutions Director requires a committee decision, then a meeting will be scheduled within 7 days;
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6. The Chair and a Board member will decide what the next steps might be;
7. Minutes of any meetings to outline the issues and resolutions will be provided to the membership post haste;
8. The Resolutions Director or an Executive Member of the Board shall follow-up by telephone or email to ensure that the desired result has occurred;
9. If a more formal process is necessary and the matter is of a serious nature then the board may assign an ad-hoc committee to investigate and where necessary write a written report to the board as to the actions that should be taken;
10. If it is necessary, the board may then act on its own to do whatever to resolve the matter to its own satisfaction;
11. All actions must be recorded and documented with a copy into the minutes;

Resolutions Committee

Chair will choose a committee of not more than five people and not less than three, one of which will be a WMBA representative, that will serve to keep the integrity of the board intact and report to it as called upon. It is understood that this committee must always maintain confidentiality.

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Documentation

The chair will ensure a Guideline of Best Practices is provided to the 1st VP & 2nd VP for them to have distributed to their respective divisions, and that all of the team reviews and understands it.

Issues

The following is a breakdown of what issues may be handled with just the committee and what issues are of a more serious nature and require board level intervention.

Minor Issues (these are some considerations but not limited to what is written here)

1. Parental frustrations regarding games
2. Parental frustrations over miss perceptions
3. Parent's personal feelings about a coach decision, coach, other kids or unfairness in the game
4. Parent's complaints about a child's position on a team
5. Parents concerns about fees, dues practice times or games or expectations

Major Issues

1. Any form of child abuse (see OBA guidelines)
2. Violation of an OBA member
3. Drug use/alcohol use abuse
4. Parent losing control
5. Violent incident
6. Any other serious occurrences

Adopted by WMBA members on: November 29, 2023