



CONFLICT RESOLUTION PROTOCOL

WORA is committed to providing all members with a means of resolving issues or concerns that may arise during the season. There are many reasons why members may have a disagreement but frequently it involves concerns over: playing time, playing position, skill development, or coaching style. If left unaddressed, these issues can escalate and will ultimately have a negative impact on the player, parent, coach and team. If a conflict should arise during the season, the following steps should be taken to resolve the difference.

Remember the "24 hour rule". When upset, wait 24 hours and then determine if you wish to pursue an issue.

At any time all parents and players can immediately involve the Player Advocate to be part of this process. They can be reached at playeradvocate@westottawaringette.com

Step One: If the issue has arisen due to an issue with a coach or any aspects of the team the initiating party will request a meeting with the coach (s) either in person, by e-mail or by phone. This request can be made directly to the coach so that the privacy of the individual requesting the meeting is maintained. Please do not approach the coach prior to or after a game or practice as the coach's focus should be on the players and the game/practice. It is recommended that the coach use their discretion to determine if they should have other bench staff present as part of the discussion.

Step Two: A meeting shall take place between the affected parties. WORA coaches are encouraged to meet with individual parents to discuss concerns that affect that parent's child. If the difference is not resolved, then Step Three can be initiated by either party.

Step Three: The initiating party will notify the Competitive or Regional Director who will meet, as soon as possible, with both sides in an attempt to resolve the difference. If the Competitive or Regional Director cannot resolve the situation at this meeting, then Step Four is followed.

*Please note that in this step if any of the Directors have a conflict of interest regarding the incident that they be removed immediately from the discussions and decision

Step Four: One or both parties can request that the difference be settled by the WORA Executives. Such a request will be submitted in writing to the President of WORA who will place it on the next agenda or call a special meeting, if required. The Competitive or Regional Director will report to the Board of Executives and both parties will be heard. Should the matter require a vote by the WORA Executives, the vote will be by secret ballot. The decision of the majority will be binding on all parties.

*Please note that in this step if any of the Directors have a conflict of interest regarding the incident that they be removed immediately from the discussions and decision

Step Five: Should the situation not be resolved within the association, all registered members have the right of appeal to the Eastern Region Ringette Association (ERRA), and in turn, Ringette Ontario (RO).

Please see Ringette Ontario's [Discipline and Complaints Policy](#) for process outline
[Policies - Ringette Ontario](#)

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