



Wheatland Wranglers Communication & Conflict Resolution Policy

We understand that throughout the season conflicts and issues may arise. It is extremely important that the chain of communication is followed so that there is a standard approach so that all Wheatland Wranglers members can resolve all issues in a timely and effective manner.

Some Guidelines When Conflict Arises

- At no time should a Wheatland Wrangler parent or player contact a member of their League, Hockey Alberta, etc. for resolution of a team issue. Please note there are communication policies for all these organizations that must be followed.
- At no time should a parent reach out to a Wheatland Wranglers board member regarding a team issue ● If the issue provokes an emotional response, please note the 24 Hour Rule is in effect. Therefore, please take the 24 hours to cool off, and approach the situation with a calmer demeanor. ● All Conflicts must first try to be addressed and resolved at team level.
 - Reach out to your teams Manager and or Parent Liaison
 - Express your concerns/issues
 - They will relay your concerns/issues to the head coach
 - If you need to schedule a call or possibly a face to face meeting, the manager/parent liaison/coach will help facilitate that

Conflication Escalation Protocol

- In the event an issue can not be resolved at team level, the following process will need to be adhered to: ○
- Team Manager will reach out to their respective age group director and give them a synopsis of the issue
 - The Age Group Director will guide the manager on how to address the issue, and help them work towards resolution
 - Regardless of the severity of the issue/conflict the age group director will inform the board of the issue and the current plan for resolution.

The Final Say - Board Level

If all efforts have been exhausted and no resolution has been agreed upon, the Wheatland Wranglers reserve the right to have the final decision on any and all outcomes. The board will have the final say, and will be able to levy any resolution the find necessary, including but not limited to the following:

- The Wheatland Wranglers reserve the right to dismiss any Association Members, if deemed a necessary
- The Wheatland Wranglers reserve the right to ban Association Members from Dressing Rooms, Team Functions, etc. if deemed necessary.
- The Wheatland Wranglers reserve the right to remove Coaching Staff, Management, etc. if deemed necessary