



Whitecourt Minor Ball Conflict Resolution Policy

In certain circumstances parents of WMB players may have conflicting opinions with regards to coaching, practices, playing time, team operations and/or operational procedures of WMB. 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.

The order of conduct for Conflict resolution is as follows:

1. Team off-field manager (*If available*)
2. Head Coach
3. Divisional Director
4. Vice President
5. President
6. Board of Directors

Procedure:

1. A 24 hr "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 period before escalation. If no off-field manager is available proceed to step 2
3. If a resolution has not been accomplished, the parent is to contact the coach, to which a response is to be expected with in a 24-48 hr period.
4. If the parent does not feel the issue has been resolved to a satisfactory degree, then the parent can contact the appropriate divisional director to request their involvement. The division director will in turn contact the vice president, response from the division director/vice president is expected in a 24-48 hr period.
5. If the parent does not feel the issue has been resolved to a satisfactory degree, then the parent can contact the president to request their involvement. A response from the president is expected in a 24-48 hr period. This level of involvement in the conflict resolution will involve consultation with the team official, coach, divisional director, vice president and the president.
6. If the parent does not feel 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 expected in a 24-48 hr period. This will be considered an full "Conflict Resolution Committee" and their decision will be deemed final

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