

Conflict Resolution Process

Step One:

Player speaks to the coach

If this does not resolve the issue,

Step Two:

Parent may ask to speak to the coach but must respect the following guidelines:

Not at a competition

1. 24 hour rule
 - must wait 24 hours from the start of the issue to ask to speak with the coach
2. Must be face to face
 - email/text only used to request a meeting
3. It is preferred that the coaches are given an opportunity to reflect on the issue before they are asked to respond

If this does not resolve the issue,

Step Three:

If the issue is not resolved in Step Two then the parent has the option of providing, in writing, documentation of the issue which will be sent to the board member in charge of conflict resolution. The board member, in consultation with the executive (all board members), will determine what action, if any, will be taken from there.