



Conflict Resolution Policy

Purpose

Tri-Cities Minor Baseball Association (TCMBA) is a volunteer-run organization, and is always looking for people who are interested in making the organization stronger. While disputes will no doubt arise throughout the course of the season, please consider that these are kids, it's just a game, and that this is intended to be an enjoyable, recreational activity.

The TCMBA board members recognize that disagreements are a normal byproduct of participation in any organization, including minor sports. We commit to providing a mechanism to allow all parties to find a fair resolution through a transparent process.

This policy should be followed in any of the following instances:

- Any TCMBA stakeholder perceives that a violation of any of the codes of conduct (Player, Coach, Parent) of TCMBA has been committed.
- There is a disagreement about the manner in which any TCMBA policy or baseball rules are applied

Outlined below are the steps that Parents, Players and Coaches should use to deal with any conflicts that arise.

All stakeholders should be aware that all allegations of a serious or criminal nature will be reported immediately to the police or relevant agency and will not be investigated by TCMBA.

1. **Coaches/Parents should address any concerns by dealing directly with the person involved.**
 - a. Wait 24 hours after the event or conflict (except in cases where immediate action to deal with a serious matter is concerned, e.g. abuse, harassment)
 - b. Share the facts pertaining to the complaint in writing.
 - c. The first point of contact for all on-field questions or concerns that do not involve the safety of players is the Head Coach of the team. Other coaches may be included, *in addition to* the Head Coach, but all communication must include the Head Coach. Note that issues over playing time are outlined by the "Fair Play" rules in the BC Minor Rulebook.



- d. The Coach/Parent shall contact the other party and ask to meet outside of normal practice/game times, as soon as possible after the event/concern. The parties should meet within 48hrs of the request being made to discuss the issue.
- e. Parents or Coaches requesting a meeting should bring their written, specific concerns to this meeting, not simply complain about general issues related to the team.
- f. If the issue is resolved at the meeting there is no need for further action by TCMBBA, however the Parent(s)/Coach(es) should document that an issue was raised and resolved. The Coach should then notify their respective Division Coordinator of the resolution of the issue.

This should all take place within 3 days of the event/conflict.

If Step 1 does not resolve the issue, then both parties must put their concerns in writing (or email) and forward these notes to the Division Coordinator and the President within 24 hours.

2. Involve Division Director and President if Necessary

- a. If the Parent and Coach cannot agree on a resolution in Step 1, the Division Coordinator and President will arrange to meet with the parties within 3 days of receiving letters from both parties describing the conflict and suggested resolutions.

If the parties reach agreement on a resolution at this conference, there is no need for further action. The President and Division Coordinator should inform the Executive in writing that a formal complaint has been brought forward, that a meeting has been held, and that a resolution has been reached.

- b. If the parties do not reach a mutually agreeable resolution, they will forward the information collected to the Executive. This should all be done within 7 days of the event/concern.

3. Involve the Executive of the Board

- a. If the issue is not resolved in Step 2 the President will appoint members of the Board Executive to determine a fair resolution to the issue. The Committee's decision will be conveyed to the parties involved, in writing, along with a clear explanation of the rationale behind the decision and any penalties that are applied.

This should be completed within 14 days of the event/concern.



4. Potential Consequences

All parties involved with TCMBA should be aware of the consequences from actions deemed inappropriate, including:

- verbal apology to parties involved (with Board witness)
- written apology to parties involved (and copy to the Executive)
- temporary ban on attending TCMBA events (parents or players)
- permanent ban on attending TCMBA events (parents or players)
- temporary suspension of coaching privileges
- permanent suspension of coaching privilege

Disputes that do not follow this process will not be heard; individual Board Members are not empowered to address issues outside of this process.

