

Conflict Resolution

CONFLICT RESOLUTION PROCESS

VERNON BASEBALL ASSOCIATION

Conflict Resolution Process

Revised: Dec 5, 2016

The Executive Committee members of the VBA recognize that disagreements are a normal by-product of participation in any organization, including minor sports. VBA has a responsibility to all stakeholders in the program (players, parents, coaches, Executive Committee members) to ensure that matters of concern are investigated and discharged in a fair, timely, and appropriate way. 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 VBA stakeholder perceives that a violation of any of the codes of conduct (Player, Coach, Parent) of the VBA has been committed
- There is a disagreement about the manner in which any baseball rules are applied or There is a disagreement about the manner in which any VBA policies are applied
- Outlined below are the steps that Parents, Players and Coaches should use to deal with any conflicts that arise. It is imperative that all steps are followed in the proper order.
- Should it be determined that a transgression has occurred that necessitates a remedy, all parties should be aware that the resolution to a problem may include serious consequences. Serious issues may affect a player's eligibility to play in the VBA, a parent's ability to participate in VBA events, and a coach's ability to participate in a leadership role in the VBA.
- 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 the VBA.

Note: Strict confidentiality, impartiality, fairness and due process must be observed.

Step 1: Coaches/Parents should address any concerns by dealing directly with the person involved.

1. 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)
2. Write out the facts of the conflict or concern on paper
3. 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. A good time would be after a game/practice or on an off-day
4. 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.
5. If the issue is resolved at the meeting there is no need for further action by the VBA, however the Parent(s)/Coach(es) should document that an issue was raised and resolved. The Coach should then notify their respective Division Director 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 Director and the Vice President within 24 hours.

Step 2: Involve Division Director and Vice President or President if Necessary

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

The Division Director and Vice President or President should gather information as necessary to ensure they have a clear understanding of the facts. If there is a dispute over the facts, statements from witnesses and other relevant evidence will be obtained.

If the parties reach agreement on a resolution at this conference there is no need for further action. The Vice President or President and Division Director 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.

If the Division Director and Vice President or President cannot help the parties to reach a mutually agreeable resolution they will forward the letters from the parties to the Executive, along with their notes on the matter.

This should all be done within 7 days of the event/concern

Step 3: Involve Executive Committee

If the issue is not resolved in Step 2 the Executive Committee will meet as necessary to determine a fair resolution to the issue.

The Executive'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.

The potential consequences are detailed in the paragraph below.

A report documenting the Complaint, summarizing the Investigation Process, and the outcome including any penalties assessed will be prepared and filed.

This report should include any recommendations for future actions.

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

Potential Consequences

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

- verbal apology to parties involved (with Director's witness)
- written apology to parties involved (and copy to the Executive)
- temporary ban on attending VBA events (parents or players)
- permanent ban on attending VBA events (parents or players)
- temporary suspension of coaching privileges (Spring season) (e.g. 1 game or more, 1 week)
- full season (or remainder of season) suspension (Spring season)
- suspension of coaching privileges (Summerball season)
- suspension of coaching privileges (next Spring season)
- suspension of coaching privileges (permanent)