



2024 Northern Lights Little League

Conflict Resolution Process

Northern Lights Little League (NLLL) and its Board of Directors, Managers, and other volunteers will do everything in our power to ensure every 2024 NLLL player has a wonderful experience. We will all strive to avoid conflict. However, if a conflict were to arise around playing time, other players or parents, other teams, umpires, or other issues related to a player, the following is the Conflict Resolution process that should be followed.

- If the issue is with one of the Assistant Coaches, the following process should be followed:
 - The Parent should reach out to the Team Manager to try to resolve the issue.
 - If the Team Manager is not able to resolve the issue, the Parent should reach out to the Board member who is the “Player Agent” for that division. A complete list of Player Agents can be found on the NLLL website under the “Contact Us” page.
 - The Player Agent shall respond within 48 hours to the issue.
 - If the Player Agent does not respond within 48 hours or is unable to resolve the issue, the Parent or Player Agent shall contact NLLL’s League President.
 - The League President will either resolve the issue or seek advice and help from the District 2 Administrator.
- If the issue is with the Team Manager, the following process should be followed:
 - The Parent should try to resolve the issue directly with the Team Manager if possible.
 - If not possible to resolve, the Parent should reach out to the Board member who is the “Player Agent” for that division. A complete list of

Player Agents can be found on the NLLL website under the “Contact Us” page.

- The Player Agent shall respond within 48 hours to the issue.
- If the Player Agent does not respond within 48 hours or is unable to resolve the issue, the Parent or Player Agent shall contact NLLL’s League President.
- The League President will either resolve the issue or seek advice and help from the District 2 Administrator.
- If the issue is with the conduct from one of the other teams or players on the other team, the following process should be followed:
 - The Team Manager shall contact NLLL’s League President to discuss the issue.
 - The League President will either resolve the issue or seek advice and help from the District 2 Administrator.
- If the issue is with the umpire, the following process should be followed:
 - *At no time shall the Team Manager, Coaches, Players, or Parents/Guests verbally abuse or yell at the umpire.*
 - The Team Manager (and only the Team Manager) shall contact the Board member who is the “Player Agent” for that division to discuss the issue with the Umpire. A complete list of Player Agents can be found on the NLLL website under the “Contact Us” page. The Player Agent will discuss with the NLLL’s Umpire in Chief if required.
 - Note: There are certain requirements that the Team Manager must do during the game to formally protest the game.
 - The Umpire in Chief will analyze the issue and discuss with the League President and the Board of Directors if required.
 - The Umpire and Chief and League President will seek advice and help from the District 2 Administrator if required.
- If the issue is with the facilities or fields, the following process should be followed:
 - The Team Manager shall contact NLLL’s League President to discuss the issue.
 - The League President will either resolve the issue and if required will reach out to the City of Thornton to fix the issue.