



Conflict & Resolution Process

There may be times when a conflict arises between two or more athletes, or between an athlete and his/her coach. It is important that conflicts are dealt with in a timely manner to avoid other problems arising between athletes, coaches and parents. The following procedure should be followed to attempt resolution of the conflict:

Athlete vs. Athlete Conflict

Coaches have the responsibility to ensure that their athletes follow the code of conduct. At no time should the conflict be discussed with other athletes/parents that are not involved. If a conflict does arise between athletes, the following process should be followed:

1. Coaches should encourage the athletes involved to first try and resolve the conflict among themselves.
2. If the situation can't be resolved, the coach should encourage the athlete's parents to work together with the athletes to resolve the situation.
3. If the situation still can't be resolved, the parents should contact the board's Parent Liaison to discuss the issue and try to work out a solution.
4. If the situation still can't be resolved, the board's Parent Liaison will bring the matter to the board, which in turn will:
 - a. Ensure the issue has been properly escalated (e.g. no steps skipped in the process);
 - b. Review any information gathered by the Parent Liaison regarding the issue;
 - c. If appropriate, decide if any further action is necessary;
 - d. Communicate its final decision to the parties involved

Athlete or Parent vs. Coach Conflict

Coaches have the responsibility to adhere to the terms laid out in the Coach's Contract when dealing with athletes. If a conflict arises between an athlete and a coach, and the athlete feels that the coach has violated the terms in the Coach's Contract, the athlete should use the following process to seek resolution:

1. The athlete's parent and/or the athlete should schedule a meeting with the coach to try and resolve the conflict.
2. If the conflict still can't be resolved, the party who feels that it can't be resolved should contact the board's Parent Liaison to discuss the situation and try to work out a solution.
3. If the conflict still can't be resolved, the board's Parent Liaison will bring the matter to the board who in turn will:
 - a. Ensure the issue has been properly escalated (e.g. no steps skipped in the process);
 - b. Review any information gathered by the Parent Liaison regarding the issue;
 - c. If appropriate, decide if any further action is necessary;
 - d. Communicate its final decision to the parties involved.