



HALIFAX DUNBRACK SOCCER CLUB

Operations Policies and Procedures

Title	Conflict Resolution Policy	Number	
Date of Issue		Section	

PREAMBLE

HDSC recognizes that disagreements are a normal by product of participation in organizations and that a situation may arise among players, coaches and parents that may lead to a misunderstanding or conflict during the course of the program. The HDSC has a responsibility to all stakeholders in the program (players, parents, coaches, staff, and board members) to ensure that matters of concern are resolved in a fair, timely, and appropriate manner. The HDSC is committed to providing a mechanism to allow all parties to find a fair resolution through a transparent process.

POLICY

This policy provides the guidelines 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 HDSC, a parent's ability to participate in HDSC events, and a coach's ability to participate in a leadership role in the HDSC.

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 HDSC.

Strict confidentiality, impartiality, fairness and due process must be observed at all times.

PROCEDURE

The following are the steps that shall be taken in regards to addressing conflicts until a resolution is reached. These steps must be followed in proper order.

Step 1 - The 24 Hour Rule

The player/parent/coach shall wait a minimum of 24 hours after the event or conflict. This cooling-off period should be used to validate the facts and collect your thoughts. During, prior and after games and practices are never appropriate places to resolve conflicts.



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It is important to discuss the issues with the player prior to initiating this process. Many times the athlete has information that may resolve the issue.

The exception to this would be in cases where immediate action to deal with a serious matter is concerned (e.g. physical, verbal or sexual abuse or activities of a criminal nature). This should be reported to the Program Director and/or an Executive Member as soon as possible.

If after the 24 hours, there is still a conflict or concern, the player/parent/coach shall write out the facts of the conflict or concern on paper. Once written, the player/parent/coach shall review what is written to ensure that there is still a conflict or concern and if there is, proceed to **Step 2**.

Step 2 - Player/Parent/Coach Meeting

The player/parent/coach 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 48 hours of the request being made to discuss the issue. A good time would be after a game/practice or on an off-day. The player/parent/coach shall indicate to the other parties the conflict in writing.

The player/parent/coach requesting a meeting should bring their written, specific concerns to this meeting. Please note that these meetings are not meant to simply complain about general issues related to the team. Parties involved are to remember the goal of this meeting is to solve the problem, not win an argument.

The meeting is to be between the team coach(es) and a single player and/or the parent(s) to deal with a single issue. A player may be represented by their parent(s) in such meetings, and coaches may elect to invite a team manager, or assistant coach(es) to the meeting.

Should the meeting not be on the specific issue as indicated prior to the meeting, any of the parties involved shall have the right to end the meeting.

Multiple player(s)/parent(s) or coach(es) having the same issue should have that issue resolved at a team level meeting. The player(s)/parent(s) may ask the coach or team manager to call a team meeting to discuss the conflicts or concerns. Should there be no resolution and at least one half of the team or the coach(es), feel it necessary, they may proceed to **Step 3**.

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



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If the issue is resolved at the meeting there is no need for further action by the HDSC, however the player(s)/parent(s)/coach(es) should document that an issue was raised and resolved and forward a copy to the Program Director.

If **Step 2** does not resolve the issue then both parties must put their concerns in writing and forward these notes to the Program Director within 24 hours of the player/parent/coach meeting.

Step 3 - Program Director Meeting

If the player/parent and coach do not agree on a resolution in **Step 2**, the Program Director will arrange to meet with the parties within 3 days of receiving written concerns from both parties.

The Program Director or parties assigned by the program director 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.

Players may be represented by their parent(s) in such meetings, and coaches may elect to invite a team manager, or assistant coach(es) to the meeting. The Program Director may invite the Technical Director and/or the Vice President of Competition & Development for their input on the matter at hand.

Should the meeting not be on the specific issue as indicated prior to the meeting, the Program Director shall have the right to end the meeting.

If the parties reach agreement on a resolution at this meeting there is no need for further action. The Program 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 Program Director 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.



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Step 4 - Executive Meeting

If the issue is not resolved in **Step 3** the Executive will meet as necessary to determine a fair resolution to the issue.

The Executive, should it choose, may call upon all parties involved and other witnesses to give their description of the event or conflict. The Executive shall consider all facts, in conjunction with HDSC Operations Policies and Procedures without parties present.

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 within seven (7) days of the meeting.

The Executive's decision shall be considered as the final resolution to the conflict.

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

DEFINITIONS

Program Director- any of the members of the board of directors whose duties are to oversee any of the Tier 1, Tier 2, Mini, or Senior programs of the HDSC.

Parent- a Father, Mother, Grandfather/mother, Step Mother/Father or court assigned guardian as defined by the law and recognised by the club registration form.

RELATED DOCUMENTS

Conflict of Interest Policy

HISTORICAL DATES

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