



NEWTON CANADIAN BASEBALL ASSOCIATION

Respect Believe Integrity

Conflict Resolution Process

We recognize that disagreements are a normal by-product of participation in organizations. The Association has a responsibility to all stakeholders in the program – players, parents, coaches, other staff, Executive Members, etc. – to ensure that matters of concern are investigated and discharged in a fair, speedy, and appropriate way. We commit to providing a mechanism to allow all parties to find a fair resolution through a transparent process.

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 NCBA, a parent's ability to participate in NCBA events, and a coach's ability to participate in a leadership role in the NCBA.

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 NCBA.

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

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

- 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)
- Write out the facts of the conflict or concern on paper.
- The 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 48hrs of the request being made to discuss the issue. A good time would be after a game/practice or on an off-day.
- 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.
- If the issue is resolved at the meeting there is no need for further action by the Association, however the Parent(s)/Coach(es) should document that an issue was raised and resolved.
- 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 Coaches' Coordinator within 24 hours.



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Step 2

- If the Parent and Coach do not agree on a resolution in **Step 1** the Division Coordinator and Coaches Coordinator will arrange to meet with the parties within 3 days of receiving letters from both parties.
- The Division Coordinator and Coaches' Coordinator 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 Coaches Coordinator 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.
- If the Division Coordinator and Coaches Coordinator 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

- If the issue is not resolved in **Step 2** the Executive 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 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 Newton Canadian Baseball should be aware of the consequences from actions deemed inappropriate, including:

- verbal apology to parties involved (with Coordinator's witness)
- written apology to parties involved (and copy to the Executive)
- temporary ban on attending NCBA events (parents or players)
- permanent ban on attending NCBA 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 (Summer ball season)
- suspension of coaching privileges (next Spring season)
- suspension of coaching privileges (permanent)