

Conflict Resolution / Complaint Procedure



Sources of Conflict

- Team selection
- Decision maker without proper authority
- Failure to follow policies
- Abuse of discretion
- Decisions based on irrelevant information
- Unreasonable decisions
- Conduct



Conflict Management

- The most effective way for dealing with disputes in sport organizations is to prevent them from occurring in the first place



3 Easy Rules

1. Plan ahead – no surprises;
2. Ensure governing documents and key policies are sound;
3. Ensure elected boards, committees, volunteers and staff implement policies properly.



If a Dispute Arises

- Follow the internal policies of your organization:
 - hear BOTH sides of the dispute THEN make a decision
- Where internal appeal policies are lacking, look to BC Hockey's policies
- As a last resort, seek recourse to the courts.

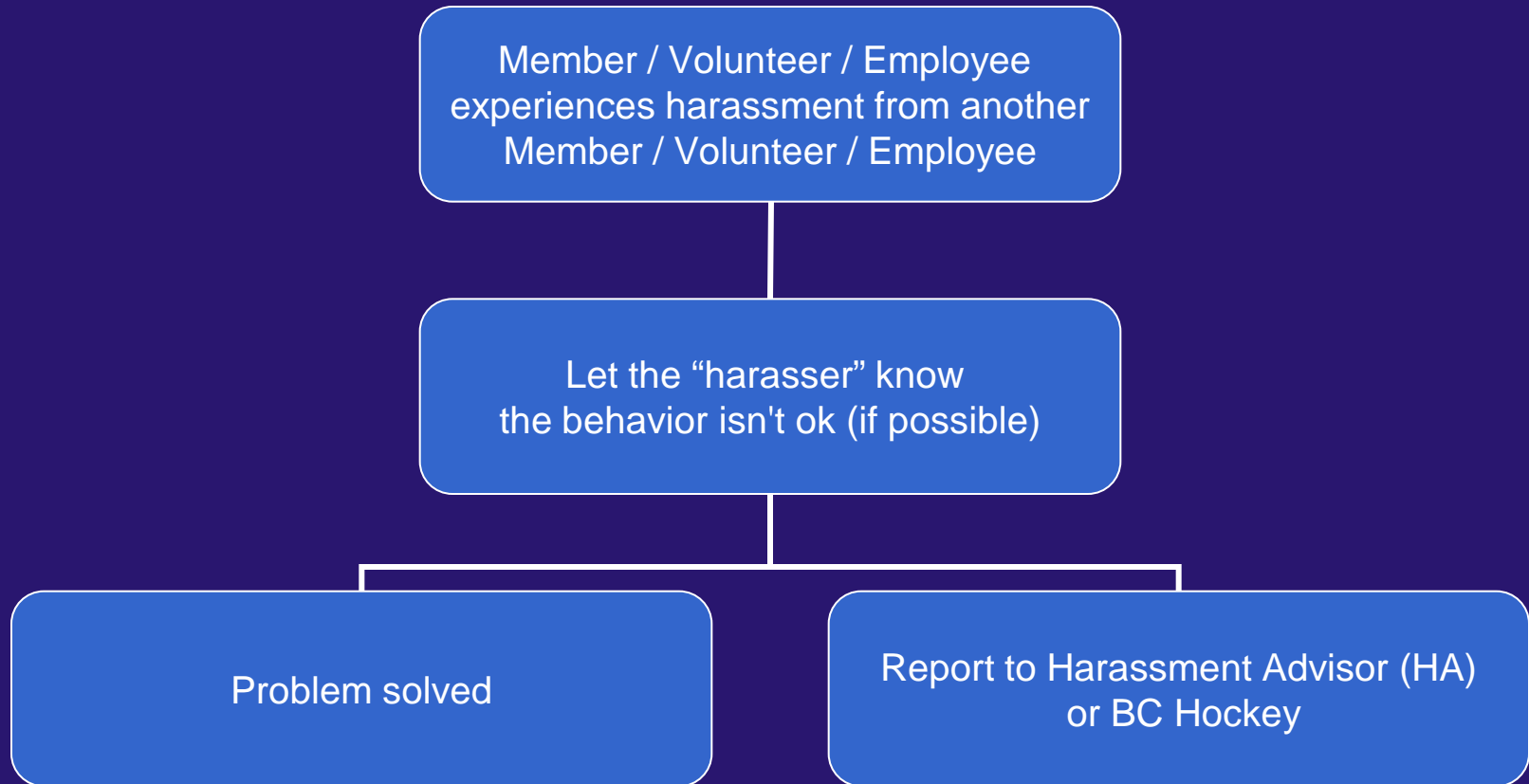


BC Hockey Policy

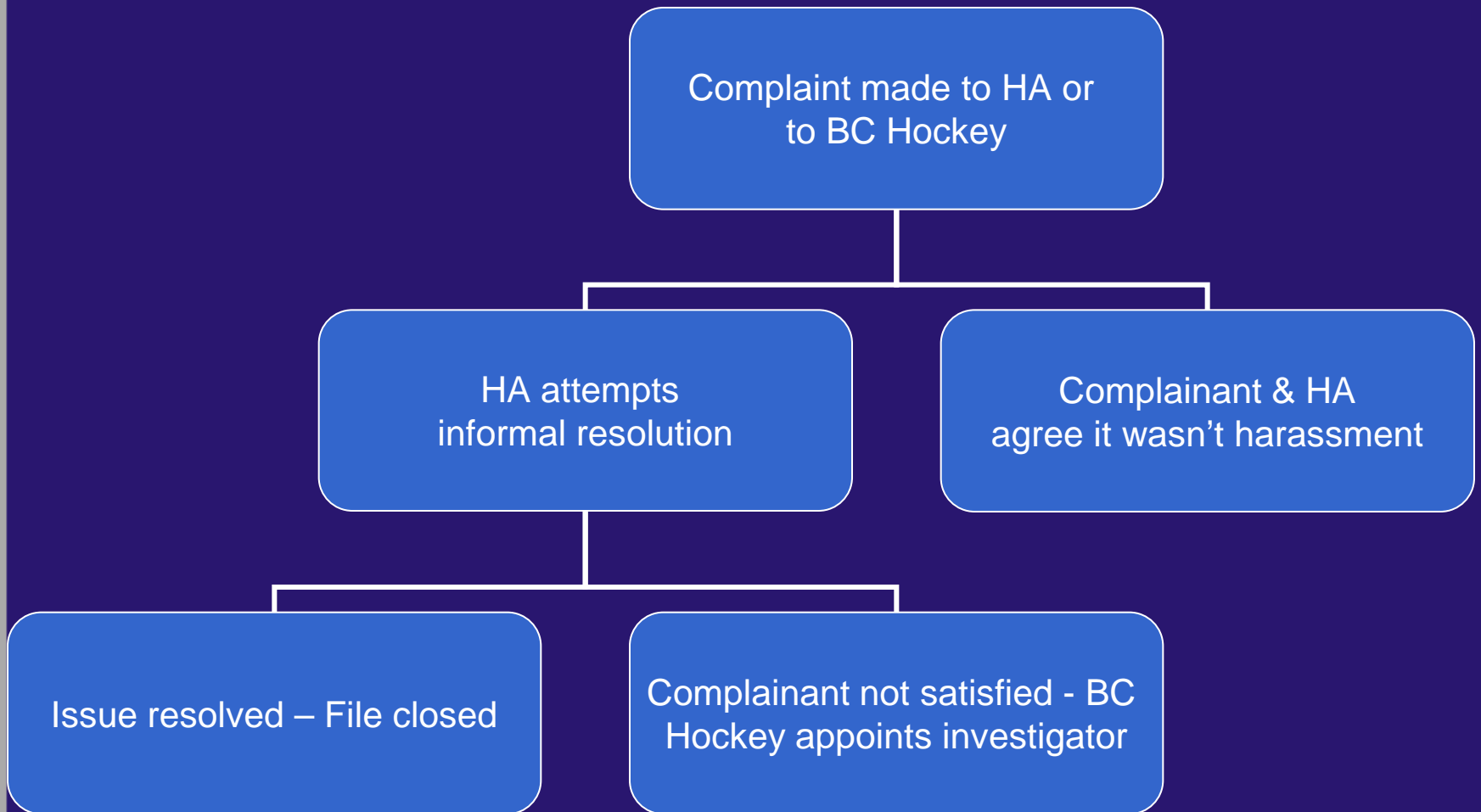
- Found in Section 8 of the Policy Manual
- Contains both a formal and an informal procedure
- The policy provides a Harassment Advisor who is a resource for all parties (club, athlete, parent, coach etc)
- Furthers BC Hockey's commitment to creating and maintaining a harassment free sport environment



BC Hockey Complaint Process



Informal Complaint Policy



Formal Complaint Policy

Complainant not satisfied & files Formal Complaint with HA

HA tells BC Hockey to appoint Investigator & forwards Formal Complaint to Investigator

Investigator conducts detailed interviews with Complainant, Respondent, Witnesses and anyone else necessary

Investigator makes written report and recommendations to Discipline Committee within 21 days (copy to Complainant & Respondent)



The Report

- Contains all filed documents
- Must include recommendations:
 - -Verbal apology
 - -Written apology
 - -Letter of reprimand
 - -Removal of membership/employment privileges
 - -Suspension
 - -Termination / Expulsion
- Goes directly to Discipline Committee



Discipline Committee

- Appointed annually by the President
- Must be unbiased
- May accept, reject or modify recommendations
- May refer to Codes of Conduct in Policy Manual



Appeal Process

- A decision of the Discipline Committee may be appealed by the Concerned Person or the Respondent.
- Appeals must be filed 14 days after receiving the Discipline Committee's decision.
- Appeal process is governed through BC Hockey By Law 10



Advice

1. Get a good policy and follow it
2. Model your policy off BC Hockey's policy.
 - There is real value in consistency but allow for changes that reflect who you are
3. Don't ignore problems – they don't go away
4. Ask for help



BC Hockey Contacts

- Harassment Advisor – ha@bchockey.net
- All BC Hockey Contacts can be found from at www.bchockey.net

