



Ladner Minor Baseball Conflict Resolution Policy

The Ladner Minor Baseball Association (LMBA) Executive recognizes that disagreements are a normal by product of participation in any organization, including minor sports. LMBA has a responsibility to all stakeholders in the program (players, parents, coaches, umpires, executive members, other staff, 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, coaches or any other association member should follow to deal with conflicts that arise. It is imperative that all steps are followed in the proper order.

All parties should be aware that the resolution to a conflict may include serious consequences and that all allegations of a serious or criminal nature will be reported to the police or relevant agency and will not be investigated by LMBA.

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

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

1. Wait 24 hours after the event or concern (except in cases where immediate action to deal with a serious matter is concerned, e.g. abuse, harassment).
2. Write out the facts of the event or concern.
3. The Coach/Parent or party involved shall contact the other party and ask to meet outside of normal practice/game times, as soon as possible after observing the 24 hour rule. The parties should meet within 48 hours of the request being made to discuss the issue.
4. Coach/Parent or party requesting the meeting should bring their written, specific concerns to this meeting, not simply complain about general issues related to the team.
5. If the issue is resolved at the meeting, there is no need for further action by LMBA. However, the coach/parent or party involved should document that an issue was raised and resolved.
6. If Step 1 does not resolve the issue, both parties must put their concerns in writing via email and forward these notes within 24 hours to the Division Manager. If the issue concerns are related to a player or players the Player Agent will also be included in this communication.

Step 2: Division Manager and Player Agent

1. If the Coach/Parent or parties involved do not agree on a resolution in Step 1, the Division Manager and Player Agent will arrange to meet with the parties within three days of receiving letters from both parties.
2. The Division Manager and Player Agent 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 may be obtained.



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3. If the parties reach an agreement on a resolution at this conference, there is no need for further action. The Division Manager and Player Agent should inform the Vice President, in writing, that a formal complaint has been received, that a meeting was held, and description of the resolution that has been reached.
 4. If the Division Manager and Player Agent cannot help the parties to reach a mutually agreeable resolution, they will forward the letters from the parties to the LMBA Executive members, along with their notes on the matter.
 5. This should be completed within seven days of the event/concern.

Step 3: Executive Involvement

1. If the issue is not resolved in Step 2, the LMBA Executive Conflict Resolution Sub Committee (President, Vice President, Division Manager above, Division Manager below, and Umpire in Chief) will meet as necessary to determine a fair resolution to the issue.
2. The LMBA Executive Conflict Resolution Sub Committee's decision will be conveyed to the parties involved, in writing, along with an explanation of the rationale behind the decision and any penalties that are applied.
3. If the issue is not resolved following decision from LMBA Executive Conflict Resolution Sub Committee the LMBA Executive team will meet to determine a fair resolution to the issue and communicate to parties involved, in writing, along with an explanation of the rationale behind the decision and any penalties that are applied.
4. This should be completed within fourteen days of the event/concern.
5. In the event the issue cannot be resolved at Step 3 it will be given to the LMBA Conflict Resolution Manager to review and resolve.

Potential Consequences

All parties with LMBA should be aware of the consequences from actions deemed inappropriate including, but not limited to:

1. Verbal apology to parties involved (with Division Manager as witness)
 2. Written apology to parties involved (and copy to the LMBA Executive)
 3. Temporary ban on attending LMBA events (players/parents)
 4. Permanent ban on attending LMBA events (players/parents)
 5. Temporary suspension of coaching privileges
 6. Permanent suspension of coaching privileges
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