

Conflict Resolution Policy & Procedures

KW Water Polo Club is committed to sustaining a positive environment in which players work constructively together. The conflict resolution policy and procedures has been established as a foundation for ensuring that the KW Water Polo Club environment remains positive.

The conflict resolution policy is intended to:

- Provide the opportunity to resolve a conflict or complaint quickly, fairly and without reprisal
- Improve communication and understanding between players; and between players and coaches.
- Ensure confidence in coaches decisions by providing a mechanism whereby coaches decisions can be objectively reviewed
- Support a positive environment by allocating Board responsibility for preventing and resolving conflicts and complaints
- Players who are experiencing a conflict or have a complaint are encouraged to resolve it through discussions with the other players or coaches whenever possible
- Identify an appointed 'conflict resolution director' who will be a member of the Board of Directors.

All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given as quickly as possible.

Penalty or retaliation against a player who initiates conflict resolution or makes a complaint, or participates in a conflict resolution investigation will not be tolerated and will be subject to disciplinary action.

The appointed conflict resolution director and/or the Board of Directors will not respond to any communication that does not follow the outlined procedures in this policy.

Business days are identified as Monday through Friday.

Procedures

1. Informal Approach to Conflict Management

Players are encouraged to follow the informal approach to conflict resolution prior to making a formal complaint

Informal conflict resolution and complaint procedures

1. Players who experience a conflict or who have a complaint should first attempt to discuss the matter with the other player directly or coaches. In some situations this may be difficult or

inappropriate. In these cases, the player may request a meeting with the assigned Board Members as the 'conflict resolution director' who handle conflict management.

2. The Conflict Resolution Director will analyze the merits of the conflict resolution request or complaint, and within 7 business days will meet with the player to inform the player of the proposed plan of action.
3. If the player is not satisfied with the informal resolution of the conflict, he or she may proceed informally to the next level of management or proceed with the formal conflict resolution procedures.

2. Formal conflict resolution and complaint procedures

1. Players who have a complaint or require Board intervention in relation to a conflict and wish to initiate the formal conflict resolution procedures must prepare written documentation, with supporting details, of the conflict situation or complaint and submit it to the Board President. **See appendix A** for the Complaint Form to be filled out and submitted to the Board President.
2. The Board of Directors will investigate any relevant issues in the file and any newly discovered evidence or information that may arise during the problem resolution process. The Board of Directors will forward a response to the player either concurring with the previous resolution or proposing an alternative resolution.
3. Within twenty (20) business days of receiving the conflict resolution request or complaint, the Board President will complete the investigation and prepare a written response. The Board President will forward a copy of the response along with a request that the player sign and date the copy to confirm he or she has received the reply and agrees or disagrees with the plan of action.
4. The decision and recommendations made by the Board of Directors will be final.
5. At all-time confidentiality will be maintained in the process. However, the KW Water Polo Club cannot guarantee complete confidentiality. The contents of Appendix A (Complaint Form) may be shared in an effort to resolve the complaint brought forward. By completing the form, you agree that the KW Water Polo Club may share some or all of this information in the process of resolving the complaint.

Appendix A – Complaint Form



COMPLAINT FORM

Please note the following:

- Complaints of harassment, abuse or bullying will not qualify a player or coach for an automatic release.
- The KW Water Polo Club cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve this complaint. By completing the form, you agree that the KW Water Polo Club may share some or all of this information in the process of resolving the complaint.
- Complaints will be addressed in accordance with the Conflict Resolution Policies and Procedures.
- E-mail completed form to president@kwwaterpolo.com or give the paper copy to the Board President in a sealed envelope.

Please complete the following:

1. **Person making the complaint (cycle one):** Player Parent Volunteer Official

First Name		Last Name	
Address			
City	Province	Postal Code	
Home Telephone Number	Mobile	Email	

2. **Person on whose behalf the complaint is made:** (to be completed if different from above)

First Name		Last Name	
Birth Day (Day/Month/Year)			

3. **Name of person(s) against whom you are complaining:**

First Name		Last Name	
Title/Role		Name of Association	

4. **When did the incident(s) occur? (date):** _____

Appendix A – Complaint Form

KW
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COMPLAINT FORM

5. Please circle the ground(s) that best describes your complaint:

A. Harassment

Type of behaviour:

Conduct	Gestures	Comments
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Based on:

Race	Ethnicity	Disability	Colour
Religion	Age	Sexual Orientation	Sex
Marital Status	Family Status	Other	

B. Abuse

Type of behaviour:

Physical	Emotional	Sexual	Neglect
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Please note: If this matter has been reported to the Police or Child Protection Authorities, the KW Water Polo Club may through its fact finding process determine that a suspension of the alleged offender is warranted, until such time as the Police and/or Authorities have concluded their investigation, after which a final determination will be made.

C. Bullying

Type of behaviour:

Physical	Verbal	Relational	Reactive
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D. Misconduct

Please note: Complaints of misconduct of a player will generally be directed to the Coach directly, then following the informal resolution first.

