

CONFLICT RESOLUTION POLICY

We recognize it is possible for conflicts to arise between parents, coaches, or officers. We resolve to handle these issues in the spirit of Scripture and according to Matthew 18:15-17. This policy is designed to make you and your child's experience as enjoyable as possible, minimizing the effects of dissension. Please consider these relevant Scriptural passages: Matthew 22:36-40; Romans 12:9-18; Ephesians 4:29-32.

Conflicts with a Parent, Coach, or Officer

Questions or concerns should be handled using the following steps:

1. Ask the person for a time where he or she can meet with you to discuss a question or concern you have. (Do not question or express your concerns with the person right before or after a game or at practice unless you have a prearranged agreement with that person. Emotions may be high so please allow 24 hours for everyone to cool down before making an appointment to discuss the issue.)
2. Pray before the meeting and go with an attitude of wanting to gain understanding.
3. If resolution is not obtained in the face-to-face meeting, either party may choose to submit the concern in writing to the Athletic Director. (If the issue is with the Athletic Director, the written statement should be submitted to the Chair.) Do not escalate the issue to the Athletic Director or Officers if the face-to-face meeting with conflicting parties has not taken place first.
4. The Athletic Director will discuss the written statement of the issue with the one whom it is concerning, the issue will be documented, and a course of action will be established. A written response will then be sent to the individual(s) who reported the issue.
5. If the Athletic Director determines that a meeting would be beneficial between the individuals in conflict, he/she will be present to facilitate the meeting and to document the progress.
6. If the conflict is with the Athletic Director or another Officer, he/she will recuse themselves from making a decision on the matter. The remaining Officers will provide oversight and judgment regarding the reported issue. The Officers may appoint an additional mediator or independent review board if they find it necessary.
7. The decision of the Officers of the program is final and cannot be appealed to any other body.

Keep several ideas in mind when expressing your concerns:

- Guided by Christians principles, we need to seek to treat each other with real love and compassion. This includes not gossiping about or slandering other parents, players or coaches. If differences arise, please address directly the person with whom you have issue.
- When addressing your concerns, please do so without anger but with real humility and compassion, i.e., do not get "in the other person's face", be it a coach, parent, or officer.