

## **DISPUTE RESOLUTION POLICY AND PROCEDURE**

As Raiders we all share in a common goal: the hockey education of our players in an environment that is fun for all involved. Keeping that goal foremost in our minds is our best tool in avoiding disputes and disagreements. Despite our commonality of interest, circumstances do sometimes arise in which like-minded and well-meaning people do not agree as to what is best for a particular player or team. Most often such disagreements can be and are resolved among the principals without the intervention of others. Occasionally, however, that proves impossible and it becomes necessary for others to become involved in the attempt to resolve the matter.

No situation, no matter how difficult, is completely unique. After more than a decade of operation, we have developed a wealth of both experience and creativity in resolving differences of opinion regarding players, coaches and teams. Aside from our shared interest in the development of our players, this experience and creativity is our greatest asset in resolving such disputes in a satisfactory fashion.

What follows are suggestions and a protocol for resolving disputes that prove intractable for the participants:

1. Cool heads prevail. Cool off before raising your issue(s). Allow a minimum of 24 hours to pass prior to attempting to resolve an issue. Use this time to collect your thoughts and reflect on how, and whether, you want present your issue(s). A measured presentation is more likely to lead to a resolution than any statements, no matter how accurate, made in the heat of a moment.
2. Do not allow such differences/disagreements to fester. Try to resolve disagreements promptly while the season is in progress so that the resolution can benefit our most important members\*our players.
2. Try to resolve differences of opinion/disagreements directly among the principals without the unnecessary involvement of other team players or parents. The unnecessary involvement of other team players and parents too often leads to rigidity that inhibits resolution. Resolutions quietly arranged among the principals allow everyone involved to reach an amicable resolution without having to worry about how the resolution will be perceived by others.
3. The first step in the resolution of a dispute involving a player and a coach is ordinarily for the player to raise the issue(s) with the coach. However, at the younger age levels (below Bantam) we recognize that may not be possible or even wise. A parent or parents may need to be involved in the process with younger players.
4. If a resolution among the principals proves impossible, promptly bring matters involving players and/or coaches the Head House Coach or the Head Travel Coach, as appropriate.
5. If a resolution among the principals proves impossible, promptly bring matters involving only off-ice administrators such as Commissioners/Team Managers/Off-Ice Officials to the Vice-President\*House Administration or to the Vice-President\*Travel Administration, as appropriate.

6. If a satisfactory resolution of a matter by the Head House or Head Travel Coach proves impossible, the matter should be promptly be referred to the Raiders Head Coach. If he cannot arrange a satisfactory resolution, either the interested member or the Raiders Head Coach should promptly bring the matter to the Raider Board of Directors for a final resolution.

7. If the VP-House Administration or the VP-Travel Administration is unable to arrange a satisfactory resolution of a matter, either the interested member or the VP should promptly bring the matter to the Raider Board of Directors for a final resolution.

8. The individual or individual to whom disagreements or disputes are presented for resolution may and undoubtedly will consult with or involve either the Raiders Head Coach, the Head House or Travel Coach or individual members of the Raiders Board of Directors such as the President, the VP-House Administration, the VP-Travel Administration or the Vice-President\*Standards of Conduct as may be appropriate to facilitate an amicable resolution of the matter.

9. All those involved in disagreements or disputes should treat the matters as confidential to the maximum extent possible in order to optimize the possibility of arranging an amicable resolution.