

# BRANT SYNCHRO CLUB - BE PART OF THE PACK

254 N. Park Street, Brantford, ON N3R 4L1



## CONFLICT RESOLUTION POLICY

Approval Authority: Board of Directors  
Adopted: 2018-2019 Season  
Revision Number:  
Current Version Approved: January 2, 2019

### Definitions

In this Policy:

1. “*Athlete*” refers to all registered Athlete members of Brant Synchro Club.
2. “*Coach*” means any person who instructs Athlete Members;
3. “*Parents*” refers to parents or guardians of athletes under 18 years of age;
4. “*Brant Synchro Participants*” means all persons engaged in any paid or volunteer capacity with Brant Synchro Club or otherwise engaged in Synchro Activity with Brant Synchro Club;

### Purpose

The purpose of this Policy is to ensure a forum is provided for the concerns and complaints of Brant Synchro Participants and Parents of which are to be resolved in a timely, efficient and respectful manner.

### Application of This Policy

This Policy applies to all Brant Synchro Club Participants including:

1. Brant Synchro Club directors, officers, committee members and volunteers;
2. Brant Synchro Club employees and persons under contract with Brant Synchro Club;
3. All athletes forming part of any Brant Synchro Club team or routine or participating in programs or events over which Brant Synchro Club has jurisdiction; and
4. All persons working with those teams or athletes, including coaches and other support persons.
5. Is to be applied in conjunction with Brant Synchro’s Parent Handbook and Codes of Conduct.

This Policy applies at all times, wherever the Brant Synchro Club Activity takes place. Brant Synchro Club Activity includes:

1. Regular training or practice time;
2. All Brant Synchro Club hosted selection and assessment processes;
3. Brant Synchro Club hosted camps, clinics or invitational meets; and
4. Participation in novice, provincial or national stream competitions including related training and organized group travel.

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## Responsibilities

Brant Synchro Club Participants will:

1. If a parent has a concern or complaint, they are to report their concern in a well-articulated email to their athlete's team coach within 14 days of any incident of concern. The communication should include dates of any incidents, times etc.
2. The team coach is to confirm receipt and provide response within 48 hours. Communication is to be maintained in email form (no texts or calls) until a face to face meeting or until a resolution is reached.
3. At all times both parent and team coach are to remain courteous and respectful.
4. If for some reason the parent feels they need further support, the email concern and communication should be forwarded to the head coach requesting assistance to a resolution.
5. Head coach is to confirm receipt and provide conflict resolution suggestion within 48 hours.
6. Head coach is to provide opportunity for both parties to work through resolution process, fully documented including minutes of meetings and email correspondence.
7. If the issue is not resolved to your satisfaction, the parent and head coach is required to contact the President via email, forwarding existing correspondence and any other documentation for reference to further the conflict resolution process.
8. President to work collectively with all parties till a resolution is in place in a timely fashion. The President may require additional support through Board Executives if policies need adjusting or votes are required to get to a resolution.
9. We encourage all concerns to be brought forward without hesitation. Concerns and questions about logistics (e.g., uniforms, travel, fees, registration) should be directed via email to the President. Daily training environment questions or concerns about performance and practice should be directed via email to team coaches and Head Coach (if necessary).