

	POLICIES & PROCEDURES TITLE: PARENT/COACH DISPUTE RESOLUTION
Silverspring Community Association	DATE REVISED: DATE EFFECTIVE: September 20, 2005

Purpose: To provide guidelines for coaches, co-ordinators, parents and executive when dealing with disputes.

Policy: Resolution of disputes needs to happen in a civil, fair and consistent manner while keeping the best interests of the participant in mind at all times. Parents, Coaches & Participants are required to follow the Codes of Conduct as outlined in the attached documents. Any abuse of coaches, officials, community events co-ordinators, parents or child participants will not be tolerated at any time. Failure to follow the code may result in the participant, parent, official or coach being suspended from the activity.

Coaches are required to communicate rules, expectations and goals clearly to participants and parents, and are required to treat all participants and parents fairly and with respect.

In the event a dispute arises, both parties are encouraged to work through the dispute in a calm, reasonable and civil manner.

In the event the dispute cannot be resolved, either the coach or the parent or participant may escalate the issue to the event coordinator. The event co-ordinator shall contact both parties to get both sides of the issue. The event co-ordinator shall suggest appropriate solutions as long as those solutions do not violate other community policies. The event co-ordinator has the authority to move the participant to a different team or group in extreme cases.

If the dispute remains unresolved it may be moved to the Community Association “Dispute Resolution Committee”.

This committee shall be a committee of three members, including one of either the President or Vice President and two other executive members. There should also be one alternate in the event of a conflict of interest with one of the sitting members.

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The committee may choose to hear both sides of the dispute in person or in writing. The committee may also search out others who may have information relevant to the dispute.

The decision of this committee shall be final and binding. All efforts shall be made to allow the participant or coach to continue in the activity. Only the committee shall have the power to suspend a coach, parent or participant from attending an activity. Suspension shall be a solution of last resort.

Code of Conduct for Coaches

1. I will treat all participants & parents fairly, equally and with respect.
2. I will remember that participants are participating for fun.
3. I will always do my best and encourage all participants to do the same.
4. I will encourage fair play and good sportsmanship.
5. I will do my best to resolve conflicts without resorting to hostility or violence.
6. I will never question an official's judgement or honesty in public.
7. I will support all efforts to remove verbal and physical abuse from the activity.
8. I will show respect to all other teams and coaches.
9. I will remember that children learn best by example. I will applaud good plays and performance by my team and our opponents.

Code of Conduct for Parents & Spectators

1. I will remember that children participate for enjoyment. They are not playing to entertain me.
2. I will encourage participants to play by the rules and to resolve conflicts without resorting to violence or hostility.
3. I will teach my child sportsmanship and to do their best.
4. I will respect official's decisions and encourage all participants to do the same.
5. I will never ridicule a participant, coach, opposing team or official.
6. I will show respect and appreciation for all coaches and officials.
7. I will remember that participants learn best by example and will applaud good plays/performances by all participants.

Code of Conduct for Participants

1. I will play by the rules and in the spirit of the game.
2. I will control my temper.
3. I will show respect for my opponents, coach, officials and parents.
4. I will do my best and learn good sportsmanship.
5. I will have fun.