



## **London Junior Mustangs Football Club Conflict Resolution Policy**

Approved: February 2, 2012

In the event of a conflict, dispute or complaint about a coach, player, parent, manager or volunteer, the parties involved shall identify the nature of the complaint and then observe a twenty-four hour "cooling off" period before initiating any further discussion or action toward the individual(s) in question. If, following the cooling off period, parties can arrive at a mutually acceptable solution, no further action shall be pursued and the conflict shall be deemed resolved.

If, following the cooling off period there is no resolution between the parties, the following protocol shall be observed:

- The coaching director shall meet with all parties involved to discuss and work toward resolving the conflict. If this results in a mutually acceptable solution, the matter shall be deemed resolved and no further action shall be pursued.

If there is no mutually acceptable solution as a result of this meeting, the following shall happen:

- The parties involved shall enter into a meeting with a tribunal comprised of the coaching director, an executive member and a parent within a forty-eight hour period or a mutually convenient time for all involved. The decision of the tribunal shall be final, and the conflict shall be deemed resolved.

If the conflict is playing time related or player assessment by a coach, the coach shall have the authority to rank and assess players as he sees fit based on the expertise and knowledge he has acquired by virtue of him being in a position to make that assessment. If; however, it is suspected that the coach acted in an unethical or unfair manner toward a player as a result of possible favoritism, the coaching director will become involved to determine the validity of the claim. Following a discussion with the coach and all others concerned, the coaching director would then make a decision, which would be final.

Please note that a player's time and place on the depth chart are determined by careful skill assessment and objective comparison of all players' skill levels by the coaching staff. It is important to remember that because we play in a competitive league, the best players will be the ones whom the coaching staff feels will give the team the best chance of success on the field. Not everyone is the best, but if everyone on the team gives their best effort, they will increase their chances of moving up the depth chart.

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