



Northumberland Aquatic Club

Conflict Resolution Procedure

If a swimmer, parent, guardian, coach or Board member is in breach of a code of conduct the issue should initially be brought to the attention of the person most directly involved. For example a parent addresses a concern with the coach of the swimmer believed to be in breach of the code. If the issue is not dealt with to the satisfaction of the complainant then the concern should be taken to the head coach, and finally if need be, a written complaint is submitted to the NORAC Conflict Resolution Committee.

When an issue occurs that is not a health or safety issue that should be addressed immediately and someone has a resulting complaint to make or issue to be resolved, they are asked to wait 24 hours, then put the issue in writing and submit it to the appropriate party. Whether this issue is labelled as coaching error, teammate interference, parent conflict or any other of a number of possible situations, it is very important that all parties involved take the full 24 hours to remove or decrease the emotional element so that the actual issue can be resolved quickly, in a civilized manner, and to everyone's satisfaction.

The NORAC Conflict Resolution Committee is comprised of three members of the NORAC Board of Directors (the Board). If any member of the standing Conflict Resolution Committee is the parent/guardian of a child involved in the complaint another member of the Board will be appointed to the Committee for the purpose of resolving the complaint.

The Conflict Resolution Committee has the authority to provide a copy of the complaint to the person who is the subject of the complaint or to the parents/guardians in the case where a swimmer is the subject of the complaint, and gather any information it deems necessary in order to resolve the complaint. The Committee may arrange for a meeting between the parties in order to find a resolution to the complaint

The Committee will endeavour to complete the information gathering and draft a report to the Board within 30 days of receipt of the complaint. The Chair of the Committee will keep or cause to be kept a full record of the proceedings of the committee.

If the Committee determines that the issue is a serious infraction and feels that the resolution should be a suspension or dismissal, it will provide its recommendation to the Board for consideration and approval,. The Board will review the report at its next regularly scheduled meeting and decide on the appropriate course of action.

The approach of progressive discipline will be used to correct, as opposed to punish,

undesirable behaviour and enable the Conflict Resolution Committee to choose from a continuum of interventions and supports to resolve the complaint.

Resolution of the complaint may include but is not limited to:

- An invitation to the person or the swimmer and the swimmer's parent/guardian to discuss the complaint
- A verbal or written warning or reprimand
- A request for the person to write a letter of apology to the complainant
- A request for the person to write a letter discussing how their actions have impacted themselves and other members of NORAC and what they will do to ensure the inappropriate behaviour does not continue
- Suspension of membership for a period of time
- Permanent revocation of membership

Serious infractions that will be grounds for immediate suspension and possible dismissal include but are not limited to:

- Uttering a threat to inflict serious bodily harm on another person
- Illegal possession and/or use of alcohol, cigarettes or drugs
- Committing an act of vandalism
- Committing physical assault
- Theft
- Persistent opposition to authority
- Use of profane or improper language
- Conduct injurious to the moral tone of NORAC or to the physical or mental well-being of others
- Inappropriate touching