

## Conflict Resolution Process for St. Dominic Sports:

### 1. Parent's Responsibility:

Speak to the coach about your complaint and try to resolve your complaints amicably without letting it fester. If the complaint can't be resolved, then all parties involved should follow the "SDS Conflict Resolution" process.

### 2. Coach's Responsibility:

At the start of each sport season, coaches have the responsibility to inform all parents about our "SDS Conflict Resolution" process posted on the Booster Club website.

### 3. Coordinator's Responsibility:

Coordinators have the responsibility to make sure all coaches are informed about our "SDS Conflict Resolution" process posted on the Booster Club's website at the start of each sport season.

### 4. VP of Sports Responsibility:

To give support and listen to the conflicts. The VP of Sports will try to mediate the conflict, and if the VP of Sports is unable to reach a resolution, he will then refer this to the President of the Booster Club who can request assistance from the SDS Parish Priest.

This process should help coaches, parents or players who have any misunderstandings, conflicts, or issues during the different sporting seasons to solve their conflicts. By having a concise conflict resolution policy in place, this will help all parties understand their respective roles in making this an enjoyable sports year. Finally, all of us are volunteers, including the individual coaches, the various coordinators and the officers. We will make mistakes. When we do, if the past is an indication of the future, someone will point it out to us. It is our responsibility to listen, consider your thoughts and try to reach an amicable solution. Although we may not agree, we'll listen and consider. If you have a question, comment or concern, then you should follow the process below.

- A. First step is the parents/student(s) should speak with the coach about their complaint. Some coaches prefer a 24 hour "cooling off" period. If so, please honor it. If the parties fail to resolve the issue, then the respective complaint party should follow the next step in the process.
- B. Second step is that the coach, or parents/student(s) should speak with the individual sports coordinator and try to resolve the issue. If all parties fail to resolve the complaint, then the respective complaint party should follow the next step in the process.
- C. Third step is for the VP of Sports to hear all complaints and review what took place in the first two steps in trying to help mediate the situation. If this step fails then the VP of Sports will recommend that all complaints should be moved to the next step in the process.
- D. Fourth step is for the President of the Booster Club and possibly SDS Parish Priest to intervene and resolve the complaints.