

St. Albert Pickleball Club

Board Policies

Conduct

Conflict and Complaint Resolution

Policy:

The SAPC will maintain a transparent and fair conflict and complaint resolution process that is accessible to both members and stakeholders.

Purpose:

The policy is intended to maintain a positive club atmosphere in which members, stakeholders and volunteers can resolve conflicts or complaints. The policy intends to use a process that is: transparent; ensures communication and understanding between all involved; details the responsibilities of volunteer coordinators, the board and the parties involved; and attempts to resolve a conflict or complaint quickly, fairly and without reprisal.

Clarification:

1. The policy covers only infractions of club policies and other club-based issues. Serious incidents involving civil or criminal law will be referred to the police.
2. The policy applies to all members of the SAPC, its stakeholders and contractors.
3. The policy will be communicated on the website.
4. There will be two levels of complaint resolution, an informal process in which a volunteer coordinator or an ombudsperson (if one has been named by the club) guides the process, or a formal process governed by the board. Generally, minor issues should be dealt with through the informal process.
5. The person or persons initiating a complaint or submitting a written formal complaint will be referred to as the complainant and the person against whom the complaint is made will be referred to as the respondent.
6. Anyone acting in retaliation against, or harassment of a person who makes a complaint, or participates in a problem resolution investigation, will be subject to disciplinary action by the board.
7. Anyone making false or unsubstantiated accusations may be subject to disciplinary action by the board.
8. All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given as soon as reasonable.

Procedures:

Informal conflict resolution and complaint process:

1. A person or persons who experience a club-related conflict or who has a complaint that they cannot resolve themselves, should first discuss the matter with a captain or coordinator to seek

a solution. Alternatively, the ombudsperson (should the club identify one) can be approached to help resolve the issue.

2. The captain or ombudsperson will assess and investigate the complaint or conflict. Within two days, he/she will contact or meet with the complainant and respondent to inform them of a proposed plan of action.
3. If in the mind of the complainant or respondent there is not a satisfactory resolution, either may initiate the formal process.

Formal conflict resolution and complaint process:

1. A complainant wishing to activate the formal problem resolution process must prepare written documentation, with supporting details, of the conflict situation or complaint and submit it to the board and to the respondent.
2. The board will verify that a copy of the complaint has been sent to the respondent.
3. The board will assess and investigate the merits of the conflict resolution request or complaint. The board will seek input from the respondent and other relevant individuals, as needed, before deciding on a resolution.
4. Within five days of receiving the written conflict resolution request or complaint, the board will advise the complainant and respondent of the investigative plan and proposed timeline. The board will then complete the investigation and prepare a written resolution statement or decision. The board will forward to the complainant and respondent two copies of the decision.
5. The parties are asked to sign and date one copy and return it to the secretary, to confirm they received the decision.
6. The board's decision is binding and final.
7. A board decision which identifies wrong-doings of anyone involved in a complaint or conflict may specify a range of sanctions on those individual(s) which could include a verbal warning, a written reprimand, club suspension or membership termination.

Approved: October 1, 2018

Reviewed: