

	APPROVED	POLICY NO.	08
	<b>COMPLAINT &amp; CONFLICT RESOLUTION POLICY</b>	EFFECTIVE DATE	May 10, 2023
		REVISION DATE	

## BVPA Mission

Our mission is to develop pickleball as a sport for all in the Bow Valley by promoting the health, physical and social well-being of its members through offering organized recreational and competitive play in an atmosphere of collegiality and sportsmanship.

## Scope

The BVPA 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 or legal counsel as appropriate.
- 2) The policy applies to all members of the BVPA, 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.

	APPROVED	POLICY NO.	08
	<b>COMPLAINT &amp; CONFLICT RESOLUTION POLICY</b>	EFFECTIVE DATE	May 10, 2023
		REVISION DATE	

- 6) Anyone acting in retaliation against, or harassment of a person who makes a complaint 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 and complaints shall be fully investigated and a decision made as outlined below.

## Procedures

### Informal conflict resolution and complaint process:

- 1) If a person or persons who experience a club-related conflict or who has a complaint that they cannot resolve with the other party or parties, they should discuss the circumstances with a Board member who will attempt to mediate.
- 2) 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 within 7 days of the incident.
- 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 and there shall be no right of appeal nor judicial review.

	APPROVED	POLICY NO.	08
	<b>COMPLAINT &amp; CONFLICT RESOLUTION POLICY</b>	EFFECTIVE DATE	May 10, 2023
		REVISION DATE	

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.

### Revision History

Date	Rev. No.	Change

### References

Bow Valley Pickleball Association Bylaws