	<b>APPROVED REVISION COMPLAINT &amp; CONFLICT RESOLUTION POLICY and PROCEDURES</b>	POLICY NO.	08
		EFFECTIVE DATE	May 10, 2023
		REVISION DATE	February 7, 2024

## 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 Complaint and Conflict Resolution Policy that is accessible to both members and stakeholders.

The policy covers only alleged infractions of BVPA policies occurring at or during BVPA club play or attendant BVPA activities and events.


Serious incidents involving civil or criminal law will be referred to police or legal counsel as appropriate.

## Purpose

The policy is 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 applies to all members of the BVPA, its stakeholders and contractors.
- 2) The policy will be communicated to members annually by email and will be kept current on the BVPA website.
- 3) The policy identifies two levels of complaint and specifies a conflict resolution process for each level of complaint.


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- 4) The informal level of complaint involves a disagreement among members where members themselves are able to come to a common resolution and conclusion without intervention by the BVPA Board.
- 5) In some circumstances, one or both parties may seek the assistance of a BVPA Board designated Board member to guide the process.
- 6) The formal level of complaint is governed by the BVPA Board and requires the complainant to submit a written complaint to the BVPA Board.
- 7) A member may make a formal complaint without first having attempted informal conflict resolution.
- 8) A member acting in retaliation against or harassment of a person who makes a complaint shall be subject to disciplinary action by the BVPA Board.
- 9) Anyone making false or unsubstantiated accusations shall be subject to disciplinary action by the BVPA Board.

## Procedures

### Informal conflict resolution and complaint process:


- 1) If a person or persons experience a club-related conflict with another member, the complainant should first attempt to resolve the matter directly with the respondent. However, it is advisable for the complainant to wait 24 hours before engaging the respondent to discuss the matter. Generally, most minor issues should be dealt with through the informal process.
- 2) In some circumstances, one or both parties may seek the assistance of a BVPA Board designated Board member to guide the process. The member making the complaint must be clear in understanding that by approaching the BVPA designated Board member, they are asking for the BVPA Board's assistance to resolve the matter.
- 3) The BVPA designated Board member will review the matter with both the complainant and the respondent individually to bring the matter to consensus and conclusion. If both parties agree the dispute is settled, then the matter is concluded. No further action is taken.

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- 4) If either the complainant or the respondent do not agree a satisfactory resolution has been reached, either may initiate the formal conflict resolution process.
- 5) BVPA Board shall identify the BVPA Board designated member who will guide the informal conflict resolution process.

Formal conflict resolution and complaint process:

- 1) A complainant wishing to initiate the formal conflict resolution process must submit a written complaint to the BVPA Board of Directors. The written complaint may take the form of an email or a paper complaint document or a completed Complaint and Conflict Resolution Form which may be accessed on the BVPA website.
- 2) The written complaint must include all details of the complaint including but not limited to specific details of the incident, the names of the person or persons involved, the date, time and location of the incident, the names of any witnesses.
- 3) The Board is responsible to provide the respondent with a copy of the written complaint within 7 calendar days of the date the written complaint was submitted to the BVPA Board. The Board shall confirm that the respondent has received the written complaint.
- 4) The BVPA shall investigate the complaint according to the following investigation process:
  - a. The BVPA Board shall appoint a Board Member or Members to conduct the investigation.
  - b. Within 10 calendar days of the receipt of the written complaint, and of confirmation that the respondent has received a copy, the BVPA Board Member shall advise both the complainant and the respondent of the investigative plan and timeline.
  - c. A BVPA Board member will invite the respondent to provide a written response to the complaint.
  - d. A BVPA Board Member conducting the investigation shall meet with both parties separately to fully understand the details of the complaint.
  - e. A BVPA Board Member conducting the investigation may also meet with any witnesses to the complaint.

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- f. Having fully investigated all aspects of the complaint, a BVPA Board Member will write a resolution statement and provide 3 copies of a written resolution statement for signature and acknowledgement.
- g. Both the complainant and the respondent are required to sign and date the 3 copies of the written resolution statement. The complainant and the respondent will each receive one signed copy of the written resolution statement and one signed copy will be returned to the BVPA Board.
- h. The BVPA Board will receive a signed copy of the written resolution statement and will determine whether further actions are required as permitted by the BVPA bylaws.
- i. The BVPA’s decision is final and binding and there shall be no right of appeal nor judicial review.

### Revision History

Date	Rev. No.	Change
February 7, 2024	01	Redefined and enhanced Scope and Clarification sections. More detailed procedures for both informal and formal process.

### References

Bow Valley Pickleball Association Bylaws