

LACOMBE PICKLEBALL CLUB CONFLICT AND COMPLAINT RESOLUTION

The Mission of the Lacombe Pickleball Club is to promote and develop the sport of pickleball for all ages.

Policy: The Lacombe Pickleball Club(LPC) has Conflict and Complaint Resolution Policy and Procedures which all members are subject to.

Purpose: To create and maintain a positive atmosphere so that all members and visitors can fully enjoy the benefits of LPC events.

CONFLICT AND COMPLAINT RESOLUTION POLICY

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

- The policy only covers infractions of club policies and other club based issues. Serious incidents involving civil or criminal law will be referred to police.
- The policy applies to all members of the LPC, its stakeholders and contractors.
- The policy will be communicated on the website.
- There will be two levels of complaint resolution, an Informal Process where a member of the board or an ombudsman(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.
- The person(s) initiating a complaint or submitting a written formal complaint will be referred to as the complainant and the person(s) against whom the complaint is made will be referred to as the respondent.
- Anyone acting in retaliation against, or harassing a person who makes a complaint, will be subject to disciplinary action by the Executive.
- Anyone making false or unsubstantiated accusations may be subject to disciplinary action by the Executive.
- All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given as soon as reasonable.

CONFLICT AND COMPLAINT RESOLUTION PROCEDURES:

Informal Conflict and Complaint Resolution Process:

1. Person(s) who experience a club related conflict or who has/have a complaint that they cannot resolve themselves, should first discuss the matter with a captain or member of the board to seek a solution. Alternatively, the ombudsman(should the club identify one) can be approached to help resolve the issue.
2. The captain/board member/ombudsman 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 and Complaint Resolution Process:

1. A complainant wishing to activate the formal resolution process must prepare written documentation, with supporting details of the conflict situation or complaint and submit it to the Board and 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 or complaint resolution request. 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 or complaint resolution request, 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 statement/decision. The Board will forward to the complainant and the respondent two copies of the decision.
5. The involved 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 wrongdoing(s) of anyone involved in a conflict or complaint may specify a range of sanctions on the individual(s)

which could include a verbal warning, a written reprimand, club suspension or membership termination. (See LPC Discipline Policy and Procedures.)