

Bath Pickleball Club

Conflict Resolution Policy

BPC0007.1

Purpose

This policy outlines the steps for addressing conflicts/complaints between members of our Club, or guests, during normal Club operating hours at a Club venue or a Club event. Our primary mission is to promote the social aspect of pickleball, and provide a safe space for our members by ensuring conflicts are resolved in a fair, clear and efficient manner.

Process

1. If at all possible, members should attempt to resolve the conflict themselves in the moment, by staying calm and maintaining respect for each other.
2. If the conflict cannot be resolved at the member level, it must be reported to the Executive Committee for further action. If the complainant does not feel comfortable talking to the EC, or if the incident involves a member of the EC, they may reach out to the Board directly.

The report must contain:

- a. A detailed description of the conflict, including dates, times, people involved, and witnesses.
 - b. Statements from all involved parties
 - c. The name of the Executive taking in the report.
3. If the Executive can resolve the issue, and all parties agree with the resolution, then they proceed and include it in the report.
 4. The report is then forwarded to the Board. If a decision is still required, the Board will do so.
 5. Anyone involved in the conflict can report it, including a witness. If the person raising the issue wishes to remain anonymous, the Club may be limited in how they can proceed, and may elect not to pursue the complaint any further. Otherwise, the Club is obligated to investigate the matter.
 6. If the conflict appears to be criminal in nature, proper authorities will be called in.

Record Keeping

1. The report should be completed and signed by the Executive who led the investigation. Copies should be kept by the Board, and by the Executive (optional).

Date: _____ Director: _____