



WEST OTTAWA RINGETTE PARENT-COACH CONFLICT RESOLUTION PROTOCOL

WORA is committed to providing parents with a means of resolving issues or concerns that may arise during the season between themselves and a coach. There are many reasons why a parent may have a disagreement with a coach but frequently it involves concerns over: playing time, playing position, skill development, or coaching style. If left unaddressed, these issues can escalate and will ultimately have a negative impact on the player, parent, coach and team.

If a conflict should arise during the season, the following steps should be taken to resolve the difference.

Remember the “24 hour rule”. If you are upset, wait 24 hours and then determine if you wish to pursue an issue.

Step One:	The initiating party will request a meeting with the coach either in person, by e-mail or by phone. This request can be made directly to the coach so that the privacy of the individual requesting the meeting is maintained. Please do not approach the coach prior to or after a game or practice as the coach’s focus should be on the players and the game/practice.
Step Two:	A meeting shall take place between the affected parties. WORA coaches are encouraged to meet with individual parents to discuss concerns that affect that parent’s child. If the difference is not resolved, then Step Three can be initiated by either party.
Step Three:	The initiating party will notify the Competitive or Recreational Coordinator who will meet, as soon as possible, with both sides in an attempt to resolve the difference. If the Competitive or Recreational Coordinator cannot resolve the situation at this meeting, then Step Four is followed.
Step Four:	One or both parties can request that the difference be settled by the WORA Executive. Such a request will be submitted in writing to the President of WORA who will place it on the next agenda or call a special meeting, if required. The Competitive or Recreational Coordinator will report to the Executive and both parties will be heard.
<i>Should the matter require a vote by the WORA Executive, the vote will be by secret ballot. The decision of the majority will be binding on all parties.</i>	
Step Five:	Should the situation not be resolved at WORA, all registered members have the right of appeal to the Eastern Region Ringette Association (ERRA), and in turn, the Ontario Ringette Association (ORA).