

## **DISPUTE AND CONFLICT RESOLUTION POLICY**

### **1 BACKGROUND**

Synchro BC supports and is committed to providing and upholding an environment which encourages tolerance, mutual respect, professionalism, teamwork, fair play, trust, and innovation for all its members as reflected in the Synchro BC and Synchro Canada Code of Conduct.

Membership with Synchro BC includes many benefits and privileges. At the same time, members are expected to fulfill certain responsibilities and obligations, including, but not limited to, complying with the policies, rules, and regulations of Synchro BC.

The dispute and conflict resolution policy provides a standardized procedure to create positive solutions around disputes and conflicts while continuously working to build trust and respect among its members, partners and stakeholders.

Conflict can provide the fuel to challenge organizations and people to grow and change. In this case conflict is seen in a positive light.

### **2 DEFINITION(S)**

#### **2.1 WHAT IS DISPUTE OR CONFLICT?**

Dispute or Conflict is defined by differences of opinions or values, arguments or disagreements, with an individual or a group of individuals. It is often difficult to pinpoint the source of the conflict. On the other hand, disputes are more specific; they arise from a conflict situation and are typically linked to specific problems, people and issues.

- a) Eligibility for participation
- b) Assignment of coaches and officials
- c) Allocation of funding support
- d) Access to training/competing
- e) Concerns regarding conduct
- f) Athlete selection to teams

#### **2.2 WHAT IS NOT COVERED BY THE DISPUTE OR CONFLICT RESOLUTION POLICY?**

Dispute or Conflict Resolution Policy does not include or provide a process to manage

- a) Miscommunications
- b) Escalation to harassment
- c) Escalation to legal process

### **3 CONFIDENTIALITY**

Synchro BC and its investigators will act consistently with Synchro BC's policies on privacy and confidentiality and will not disclose a complainant's or a respondent's name or any circumstances related to a complaint to anyone, except as necessary to investigate or resolve a complaint, take disciplinary action, or as required by law.

The complainant, the respondent, witnesses and others with knowledge of a complaint are required to keep information about the complaint confidential.

### **4 APPLICATION/JURISDICTION**

This policy applies to all Synchro BC employees, contractors, directors, officers, referees, officials, volunteers, participants, members and family members of participants.

For purposes of this policy, dispute and conflict may occur:

- a) at Synchro BC sporting events or training sessions;
- b) at Synchro BC offices;
- c) at Synchro BC meetings, conferences, events and training sessions;
- d) while travelling to or from Synchro BC activities; and,
- e) in any other location where dispute/conflict relating to involvement with Synchro BC may occur.

### **5 REPRESENTATION BY A RESPONSIBLE ADULT**

If a victim of dispute/conflict is a minor, a complaint may be brought forward by a parent, guardian or other adult of the person's choice who may be present during the complaint process.

If a victim of dispute/conflict is deemed to be incapable to represent him or herself, a complaint may be brought forward by a parent, guardian or other adult of the person's choice who may act on behalf of the concerned person throughout the complaint process (the "Responsible Adult").

If an alleged offender is a minor, Synchro BC's Dispute and Conflict Resolution Advisor dealing with the complaint will inform him or her that he or she may have a Responsible Adult present during the complaint process.

If an alleged offender is deemed to be incapable to represent him or herself, Synchro BC's Dispute and Conflict Resolution Advisor dealing with the complaint will inform him or her that he or she may have a Responsible Adult present during the complaint process and/or have a Responsible Adult act on his or her behalf throughout the complaint process.

### **6 RETALIATION**

No person may engage in retaliation, intimidation or any other form of punishment against people who raise good faith concerns about disputes and conflicts or who assist in an investigation. Retaliation will be grounds for discipline.

## 7 REFERENCES

Member: member in good standing of the British Columbia Amateur Synchronized Swimming Association (dba "Synchro BC"), in accordance with the current Bylaws.

Codes of Conduct: the approved Code(s) of Conduct for members of the association that describe expected standards and behavior as a member of the association.

Complaint: an issue that is informally or formally brought to the attention of the association in writing, and alleges misconduct or other non-compliance of Policies or Rules & Regulations by a particular member(s)

Complainant: the individual who files a harassment complaint, in accordance with the Harassment Policy

Respondent: The alleged offender – the individual or club against whom a harassment complaint is filed, in accordance with the Harassment Policy

Dispute and Conflict Resolution Advisor: An individual appointed by Synchro BC. The role of the Dispute and Conflict Resolution Advisor is to

- serve in a neutral unbiased capacity
- receive and assist in informal resolutions
- make recommendations for further action.
- provide information about the resources and support available

The Dispute and Conflict Resolution Advisor will handle complaints that may be resolved through informal procedures, and refer all other complaints to the Dispute and Conflict Resolution Panel.

Dispute and Conflict Resolution Panel: At least three individuals appointed by Synchro BC to investigate a dispute and/or Conflict complaint as provided in this policy. The Dispute and Conflict Resolution Panel will follow the terms of reference for an Ad Hoc Committee.

## 8 RESOURCES

Resources provided upon request

Access to this Policy will be provided to all members. By using these policies, all parties agree that they will not commence any action, legal or otherwise, against Synchro BC.

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