



YM REPRESENTATIVE COACH DISPUTE RESOLUTION PROCEDURE

The purpose of this procedure is to ensure reasonable and constructive communication between the coaching team, players, parents, guardians and concerned others. “Concerned other” covers all other persons reasonably known by the player such as friends or extended family.

Hereafter, the parent/guardian/concerned person will be known as “the complainant” and the relevant player will be known as “the athlete”.

Note: This process may be reviewed at any time at the discretion of the YM Lakers Committee.

PLEASE NOTE: The coach must not be directly approached or contacted by phone or email. If this occurs, this may lead to the sanctions outlined below.

PROCEDURE TO FOLLOW:

If a player or parent/guardian/concerned other has a complaint regarding any aspect of coaching such as decisions made during training or tournaments the following process must be followed:

STEP 1:

Once an issue is identified, the complainant must wait **48 hours after the incident** before initiating contact. If the incident occurs during a tournament, then the complainant must wait 48 hours after the conclusion of the tournament.

To raise an issue, the complainant must email the representative co-ordinator via: **rep@ymba.org.au**

This email is to advise the rep committee that they have a complaint to make regarding coaching and nominate which coach and athlete this concerns. The complainant should advise of the best contact phone number and best time to be contacted. If the email is anonymous the committee will take no further action.

STEP 2:

The complainant will be contacted by the YM Representative Disputes Resolution Officer to discuss the details of the complaint, have preliminary discussion and form an agreed plan of action.

STEP 3:

The Disputes Resolution Officer will notify the head of coaching and, if deemed necessary, schedule a meeting between the Coach, Head of Coaching (HOC) and Disputes Resolution Officer. The Coach will be offered the opportunity to bring a support person of their choosing to the meeting.

STEP 4:

Feedback will be provided to the complainant following the meeting with the Coach. If the issue has not been resolved to the satisfaction of all parties at this point, a meeting with the Coach, DOC, Disputes Resolution Officer and complainant may be arranged at a mutually agreed time and venue. The complainant and the Coach will be offered the opportunity to bring a support person of their choosing to the meeting.

Following Step 4, the decision tree below will be followed:

Has the issue been resolved?

YES -> No further action required.

NO -> Matter to be referred to an external disputes officer.

SANCTIONS IF PROCEDURE NOT FOLLOWED:

Approaching the coach may lead to the following sanctions:

First occurrence: If the process above is not followed and the complainant contacts the coach directly via any means with a complaint, the complainant and the associated athlete will be suspended for a two week period.

Subsequent occurrence: If the complainant makes direct contact with the coach via any means again, following a two week suspension this may involve the athlete and the complainant exiting the program for the remainder of the season. The YM Lakers Committee reserve the right to determine the length and severity of the suspension, dependant on the severity of the incident.

Failure to complete the registration to acknowledge this procedure or pleading ignorance does not render the complainant immune to these sanctions, as the YM committee reserves the right to enforce the stated sanctions, effective immediately.