



CROSSOVER BASKETBALL CLUB

DISPUTES AND CONFLICT RESOLUTION

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DISPUTES INSIDE THE CLUB

At Crossover Basketball, we recognize that we are all human and that we make mistakes. When we fall down we endeavour to make the changes needed to get back up.

We also recognize that not all decisions made by coaches will satisfy all players. Players and parents need to recognize that some decisions are made in the best interest of the team and the club as a whole. Our club goal is that coaches communicate philosophy and practical guidelines to athletes. Coaches are encouraged to update athletes with feedback during the season. These can be done verbally and/or in writing to assist development of trust and communication.

If any athlete or parent has individual or team concerns, they must discuss directly with the coaching staff so the coaches have an opportunity to explain, justify or answer these concerns and possibly revise tactics. This includes but is not limited to, playing time issues, coach philosophy, division of teams, skill level of team, practice structure, feedback, instruction, etc.

Steps to Deal with a Concern:

- Encourage your child to talk directly to the coach if she has a problem or concern. Although sometimes a daunting task for an athlete, we believe the ability to resolve these situations is a useful life skill for kids of all ages.
- If there continues to be a concern, the parent may initiate a conversation with the coach. The parent can request the meeting after a practice via email, not on a game day, but the discussion should take place face to face and not in front of other athletes or adults. Respect for all is a cornerstone of conflict resolution.
- If there is no resolution, both coach and athlete/parent will be asked to document in writing the issue with the Crossover Basketball Club Director. After discussion with the coaching staff, there is then a suggested one week cooling off period, for the situation to settle and changes to possibly be made from either party. The Club Director will determine what action will be taken from there, if any.

If the Club Director is the coach involved then a head coach from another Crossover Basketball Club team will take the place of the Club Director.



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DISPUTES FROM OUTSIDE THE CLUB

At Crossover Basketball we recognize that heated interactions may arise due to the competitive nature of sports. We encourage all families to actively work at defusing and avoiding conflicts at games or tournaments with officials, coaches and fans from opposing teams for the sake of the example we set for our kids and for the safety of everyone in attendance. If an interaction should arise that concerns you, we encourage families to be proactive and diligent.

Examples of issues that can be brought forward to the Club's attention ...

- If an opposing player threatens, verbally abuses or physically assaults an XVR athlete
- If an opposing coach threatens or puts his hands on an XVR parent or athlete for any reason
- If the parent of an opposing player threatens or verbally assaults an XVR athlete or parents
- If an XVR parent or athlete receives social media messages containing racist, sexist, abusive or disrespectful content from someone outside the club regarding their association with Crossover Basketball Club.

Any concerns should be documented and shared with your coach or club admin staff. Examples of documentation include:

- Pictures
- Video
- Screenshots (if receiving harassing messages)
- Written account of any concerning interaction
- Eye witnesses corroboration

Our Coaches and Club Director will strive to protect, mediate and encourage a resolution to any conflict outside the club. We will seek to involve league directors, authorities and governing bodies as needed.

Our primary responsibility is to promote, protect and advocate for the members within our club and all our efforts will reflect that when it comes to disputes and conflict resolution.



**Crossover Basketball condemns the use of physical violence of any type to resolve disputes.
Police can and will be brought in as needed to help resolve interactions.**

