



## Dispute Resolution

### **If You Are a Parent Who Has a Conflict with a Coach**

Contact your Team Manager: He or she will try to mediate the situation. If the manager cannot mediate, then the issue can be raised to the next level.

Contact the Junior Coordinator: The Junior Coordinator will investigate the complaint and decide whether the issue can be mediated at this level or if it needs to be reported to the Committee.

### **If You Are a Coach Who Has a Conflict with a Parent**

Contact your Junior Coordinator or Registrar: He or she will try to mediate the situation. If the Junior Coordinator or Registrar cannot mediate, they will investigate the complaint and decide whether the issue can be mediated at this level or if it needs to be reported to the Committee.

### **If You Are a Team Manager Who Has a Conflict with a Coach**

Contact the Junior Coordinator: The Coaches Coordinator will investigate the complaint and decide whether the issue can be mediated at this level or if it needs to be reported to the Committee.

### **If You Have a Conflict with the Junior Coordinator**

Contact a Committee member. If you are unable to resolve your conflict directly with our Junior Coordinator, please contact a Committee member. He/she will work with both parties to mediate the situation.

### **If You Have a Conflict with a Committee Member**

Contact a Committee Member. If you are unable to resolve your conflict directly with the Committee Member in question, please contact the member of the Committee with whom you are most comfortable. That person will work with both parties to mediate the situation and decide whether the issue needs to be brought to the Committee's attention.

**Conflicts/disputes resulting from a game day situation**

If you have a dispute with the Final Match Card

If you have a reportable offence i.e. Coach, player or spectator conduct

Notify in writing the MPCSC Club Secretary or Junior Coordinator within 24 hours of the incident and your concerns will be forwarded to Elizabeth & Districts for action.

Please note that the MPCSC do not recommend direct communication to the association. It is highly recommended that this communication be directed through the Club Secretary.