

## **Article VIII – Conflict Resolution Mechanism**

### **1. Purpose**

This section establishes a formal Conflict Resolution Process to address disputes between players, parents, coaches, board members, or volunteers within SYHA. The goal is to promote open communication, fairness, and transparency while minimizing disruptions to the association's activities.

### **2. Conflict Resolution Process**

To resolve conflicts efficiently and at the lowest possible level, the following three-step process must be followed:

#### **Step 1: Informal Resolution (Direct Discussion)**

- The parties involved should make a good-faith effort to resolve the issue informally through direct communication.
- If the conflict involves a coach's decision, the 24-hour rule applies—waiting at least 24 hours before discussing the matter to ensure productive conversations.
- If the conflict is not resolved, the complainant may proceed to Step 2.

#### **Step 2: Mediation with Association Representative**

- If informal discussions fail, the complaint must be submitted in writing to the SYHA Conflict Resolution Committee (CRC) within 5 days of the dispute.
- The CRC, composed of a neutral board member, a parent representative, and a coach, will schedule a mediation meeting within 7 days.
- The mediation will focus on finding a mutually agreeable solution.
- If mediation fails, the issue moves to Step 3.

#### **Step 3: Formal Hearing & Board Review**

- If no resolution is reached, the complainant may request a formal hearing with the Board of Directors within 48 hours of mediation failure.
- A hearing will be scheduled within 7 days, where both parties present their case.
- The Board will issue a final written decision within 72 hours after the hearing.
- The Board's decision is final, and further appeals may be directed to Minnesota Hockey if applicable.

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### **3. Conflict Resolution Committee (CRC) Structure**

The **CRC** will consist of:

- ✓ **One Board Member (Neutral)**
- ✓ **One Parent Representative (Non-Coach, No Conflict of Interest)**
- ✓ **One Coach (Not Involved in the Dispute)**

- If a committee member has a conflict of interest, they must recuse themselves, and a substitute member will be appointed by the Board.
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#### **4. Code of Conduct Violations**

- If a conflict involves a violation of SYHA's Code of Conduct (e.g., bullying, harassment, abuse), it will immediately be escalated to the Disciplinary Committee for review.
  - Severe cases (e.g., physical altercations, discrimination) will follow SafeSport guidelines and be reported to Minnesota Hockey.
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#### **5. Confidentiality & Documentation**

- All conflicts, mediation discussions, and Board hearings will be documented and stored for at least two years.

All parties involved must maintain confidentiality throughout the process.