



Conflict Resolution Committee

Policy & Procedures

Purpose: The purpose of the CRC of Lawton Soccer Club is to find solutions that will resolve conflicts within the organization. The CRC will work to handle issues when they arise and will delegate the resolution process to the responsible parties at the time of need.

I. Members of the CRC Committee

- A. The Vice President shall serve as the Chair of the Conflict Resolution Committee.
- B. Standing committee made up of an Odd Year Cycled Board Member, an Even Year Cycled Board Member, and three Members (coach/referee/parent and/or other Board Member) of LSC.

II. Procedure of Conflict Resolution

- A. A Complaint Form must be filled out and submitted to the CRC. Once a Complaint Form is submitted, a response to the original complainant will be sent within one week.
- B. Once the complaint is received by the CRC, the complaint will be delegated to no less than two members to review and discuss the complaint. *See *LSC CRC Complaint Delegation Guide*
- C. The delegated parties will begin collecting information relevant to the complaint.
 - 1. Examples of the information that is obtained by the committee/delegated members could be photo/video/audio evidence or witness statements etc.
 - 2. The statute of limitations: Complaints/incidents reported more than one month after the occurrence will not be addressed. Exceptions to the statute of limitations are accusations of sexual and physical abuse, which would need to be forwarded to the local authorities immediately.
- D. The CRC will review and determine a course of action based on the information collected and recommendation by the delegated members.
- E. Once a course of action is determined, the original complainant will be notified by email of the decision determined by the CRC.
- F. An After Action Report will be sent to the Board of Directors of LSC.

III. Forms of Disciplinary Action

- A. Informal Verbal Warning: Two delegated members by the CRC will give a verbal warning to the party(ies).
- B. Formal Verbal Warning: Two delegated members by the CRC will give a verbal warning to the party(ies). The party(ies) will sign an acknowledgement of the verbal warning.

- C. Formal Written Warning: Two delegated members by the CRC will sit down with the party(ies) and a witness to go over and sign an acknowledgement of the formal written warning and a plan of improvement.
 - 1. Plan of Improvements may include:
 - a) Online or In Person Training Modules
 - b) Game Suspensions
- D. Terminations: if determined appropriate by the CRC, then the CRC will pass the complaint and any information obtained by the committee to the Executive Committee of LSC.
 - 1. LSC has a Zero Tolerance Policy for Sexual and Physical Abuse. The Member(s) will be terminated.