



Hello all BGSA Members, Conveners, and Coaches,

This year the BGSA would like to introduce Stephanie McIntyre as the League's Conflict Resolutions Officer. The league felt that adding this step to the current resolution process would facilitate better relationships between all levels of the BGSA.

Stephanie's role will be to screen any potential issues that arise within the Association and determine the best way to resolve, diffuse, or make amends to the issue at hand – with the cooperation of the relevant parties. This does not mean that if you have an issue with a ruling that you contact Stephanie immediately; you must first discuss the issue with your coach and/or umpire and then, if necessary your Convener, before getting Stephanie involved.

Stephanie will be offering dispute prevention seminars to the Conveners and Coaches at the beginning of the season. Her scope of authority extends to all levels within the BGSA including House League and Select. All individuals within in the league are able to come to Stephanie with their conflicts or to seek advice on how to handle a present conflict.

Conflicts may be brought to Stephanie's attention at the monthly meetings or by email at resolutionsbgsa@outlook.com. The way in which each case is managed will be determined on a case by case basis. Each instance will be kept confidential and information will only be discussed and/or shared with the relevant parties.

She may request from the parties to a dispute that they set aside time to discuss the issue with her in person; if this is the case a meeting between the parties and herself will take place to discuss the issue and the opportunities for resolution.

We look forward to welcoming Stephanie in her new role.

Please see the second page for the updated Conflict Resolution Procedures.

Wendy Rebelo

BGSA VP



TO BE APPLIED TO ALL LEVELS OF THE BGSA

BGSA Conflict Resolution Procedures

- Parents – Coaches & Coaches – Parents
 - Coaches are responsible for dealing with complaints from Parents
 - If the coach cannot resolve the issue then they are to escalate it to their Convener; if the Convener cannot resolve the issue they may then escalate it to the Conflict Resolution Officer
- Coaches – Conveners & Conveners – Coaches
 - If you cannot resolve the issue between yourselves you may reach out to the Conflict Resolutions Officer
- Umpires – Anyone
 - If an umpire has an issue with a parent or coach or convener first attempt to remedy the issue on your own; if you cannot, you may reach out to Umpire in Chief and the Conflict Resolution Officer
 - If an umpire has an issue with any member of the board (including VPs) they may reach out directly to the Conflict Resolution Officer
- All other possible conflicts
 - Please attempt to resolve the issue on your own if this fails feel free to reach out to the Conflict Resolution Officer for advice on how to manage the conflict
 - If you still cannot do it on your own the Conflict Resolution Officer will be available
 - All conflicts that arise in the League can be brought to the Conflict Resolution Officer for resolution facilitation.
- Conflict Resolution Officer contact information:

Stephanie McIntyre

Email: resolutionsbgsa@outlook.com