

# Dawes Hernhill Herons Dispute Resolution Procedure



**Purpose:** To provide a framework for the resolution of disputes between parents/carers and match/club officials.

**Notes**

**Principles:** To remain as informal and low key as possible.

Club/Match officials have a position of authority which must be respected and exercised reasonably.

Everyone makes mistakes.

The club is run by volunteers not professionals.

The interests of the children and club are paramount.

HH follows FA guidance on codes of conduct which make clear that all parties have responsibilities.

## **Meetings Agenda**

1. Establish the facts.
2. Look at the options/courses of actions that were appropriate to the incident based on the FA and HH codes and principles.
3. Look at what happened and determine whether this was reasonable and appropriate in the context of place and time even if not perfect. Bear in mind that it is easy to produce a perfect answer with hindsight.
4. Draw conclusions and lessons to be learnt.

## **Level 1 Resolution between the Parent/Official themselves.**

Possible Outcomes: Agree, Agree to disagree, Escalate to L2 or L3.

Although it is often important to resolve something quickly, reacting in the 'heat of the moment' can make things worse, so:

- Allow time for cooling off and reflection.
- Meet when no one is under pressure.
- Remain polite with mutual respect.

## **Level 2 Resolution with club official as arbitrator.** At agreed time and place.

Before starting all parties agree to follow the process/agenda.

Possible Outcomes: Agree, Agree to disagree. If resolved, report to club committee. If not resolved it can be escalated to L3.

## **Level 3 Resolution with elected club committee for decision.** Venue and time to be arranged for a committee quorum to meet with parties.

Before starting all parties agree to be bound by decision which is final.

Possible Outcomes: Agree, Agree to disagree, Sanctions as permitted under the constitution. Written report to file.