This conflict resolution document addresses how conflicts will be handled and resolved regarding Robbinsdale Cooper Traveling Basketball Program.

All such issues will be treated in a professional, respectful manner in accordance with Robbinsdale Area School District Character Values.

All parties - parents, players, coaches, volunteers - have the right to communicate issues without concern of reprisal.

Communication will be directly between the parties involved and then involve the Director and or the Robbinsdale Cooper Board of Directors. Situations will not be solved on the bench, bleachers, or public arena.

The Cooper Board of Directors is an advisory group for the Robbinsdale Cooper Traveling Basketball program and will advise the Director and support the program through fundraising, volunteering, marketing, and other support for overall program operations, but does not have an immediate role in resolving specific conflict resolution situations unless needed.

**Principles for resolving issues regarding conflict with a coach.**

1. Gather the facts prior to discussing the issue with the coach. Keep the issue between yourself and the coach. Gossiping is not acceptable behavior. Wait 48 hours to cool down and to keep the issue in perspective. Do not contact other parents, Director, or the Board Members before addressing the issue directly.

2. Meet with the coach face to face. Make sure no kids are around. Seek to understand each other’s position regarding the conflict issue. Be honest, supportive and civil. If the behavior is within generally accepted Robbinsdale Cooper Traveling Basketball program parameters, let the conflict end with a minimum of strife. You may have to agree to disagree.

3. If no resolution can be reached, bring the issue to the Director. This should be done no later than 2 weeks after the initial discussion. If the Directors is unable to resolve the problem, the issue will be addressed by the Board of Directors of the program.

4. This Board of Directors will reach a conclusion within 2 weeks of it being brought to their attention.

EXCEPTION: Any conflict regarding possible abuse or illegal activity should be immediately reported to the Director and the local police department.

**Other Issues**

Any issues requiring changes to program operations or policies will be addressed by the Director and the Board of Directors of the Robbinsdale Cooper Traveling Basketball program in accordance with Robbinsdale Area School District practices and policies.

Conflict, handled properly, can result in better practices and communication and this will always be the goal.