



## Conflict Management/Resolution Policies

1. An Adult or Junior Member who has an issue, question, problem or complaint regarding another Member of DHFA should seek resolution in accordance with Matthew 18:15-18 (DFHA Bylaws Article 9.1.a). The essence of this Scripture is that if someone has a complaint against another person at DFHA, he or she should pursue reconciliation with that person in the following steps:
  - a. First, meet with the other person directly and try to work things out.
  - b. If there is no resolution, take another person with you and try again to work things out.
  - c. If there is no resolution, involve a DFHA staff member according to the five Pathways below who will attempt to arbitrate for the two parties.
  - d. If there is no resolution, submit a written complaint to the DFHA Board.
  - e. At all times, please guard against talking or complaining about the other party to people who are not directly involved in the issue. This will not solve the problem, and only creates a negative atmosphere in the Flight community.
  
2. Conflicts between DFHA members generally fall into five categories, and management of these conflicts will proceed on the following five Pathways toward resolution, according to the pattern in Matthew 18.

### Five Pathways toward Conflict Resolution

Type of Conflict	First Step	Second Step	Third Step	Fourth Step
I. Adult Member with Head Coach*	Talk to Head Coach directly	Involve the Assistant AD	Involve the AD and the Program Director	Involve the DFHA Board
II. Adult Member with another Adult Member	Talk to Adult Member directly	Involve the Assistant AD	Involve the Athletic Director	Involve the DFHA Board
III. Adult Member with Athletic Director	Talk to Athletic Director directly	Involve the Assistant AD	Involve the DFHA Board	
IV. Adult Member with Assistant AD or other Flight staff	Talk to Flight staff member directly	Involve the Athletic Director	Involve the DFHA Board	
V. Adult Member with DFHA Board	Involve the Assistant AD	Involve the Athletic Director	Involve the DFHA Board	

\*Adult Member conflicts with an Assistant Coach are handled by the Head Coach of the team

3. Conflicts between Adult or Junior Members and Coaches (Pathway 1): The majority of issues that arise in the course of events in an athletic program have to do with conflicts between coaches and players or between coaches and players' parents. In accordance with DFHA policy, the Head Coach has the final authority for all decisions concerning his or her team. Therefore, if a player has a complaint or issue about the coach, the team, or other players on the team, he or she should first talk to the Head Coach directly about his/her concerns. Parents should be encouraging and supportive of their athlete, and counsel them to work through the issue with their coach, and to maintain a good attitude, continue to work hard, and be patient. This teaches initiative, accepting responsibility, and respect for authority.



4. If no resolution of the issue results, parents should speak to the Head Coach. If a parent feels a problem has occurred during a game, the conversation with the Head Coach should take place after the game, either via phone or a personal meeting between coach and parent, and not immediately after the game. Approaching the coach after a game in a negative or corrective way is against DFHA policy (see Code of Conduct for Adult Members) and could result in the suspension or removal of the athlete from the team.
5. If no resolution of the issue results, the parent should speak to the Assistant Athletic Director for that sport/division. If there is still no resolution, the parent should involve the Athletic Director and the Program Director of the sport. Finally, unresolved concerns should be taken to the DFHA Board for final arbitration.
6. As the Conflict Management and Resolution process is unfolding, parents should avoid discussing problems and complaints with other parents or fans, and refrain from talking negatively toward or about any Flight athletes or coaches. This type of conversation is destructive to DFHA and our families and may result in the suspension or removal of the athlete from the team, and/or the expulsion of the parent(s) from the program. The DFHA Board has the final arbitration about such penalties.
7. Conflicts between Adult Members and others at Durham Flight (Pathways 2-5): Conflicts may arise between Flight Members and other Members or Flight staff. In a similar fashion, these should be resolved first by speaking directly to the other party. Unresolved issues should follow the steps outlined above.
8. Written Complaints to the DFHA Board: Any Adult or Junior Member in good standing has the right to file a written complaint to the DFHA Board of Directors if they have spoken to the Member in question without resolution of the problem, as guaranteed by the DFHA Bylaws (Article 9.1.b). It is strongly recommended that the Member follow each step in the pertinent Pathway above prior to filing a complaint with the Board, to allow the issue to have the best chance of a natural and Biblical resolution with the least amount of injury to all parties involved. The best interests of the Junior Members should always be kept foremost in the Adult Member's mind, with the goal to minimize the impact of conflicts on our Junior Members' ability to play, compete and enjoy their sport and their teammates.
9. If a complaint is registered with the DFHA Board, the following timeline will be followed in the process of resolution of the complaint, pursuant to the DFHA Bylaws. Please see Article 9.2 for further details and explanation.

### Timeline toward Conflict Resolution

Events in the Conflict Resolution Process	Deadline
Written complaint filed with the DFHA Board	Start of the process
Response of the Board acknowledging receipt of the complaint	Within 24 hours of filing of complaint
One or two Board Members meet with the Adult Member submitting the complaint and the Member who is the subject of the complaint, and any others involved. This includes bringing the two Parties together to seek reconciliation	Within 10 days of filing of complaint



If there is no resolution, the Board President submits a written report to the entire Board	Within 3 weeks of filing of complaint
A special meeting of the entire Board is called and each Party presents their side of the issue; the Board deliberates privately then calls the Parties together to seek reconciliation	Within 3 weeks of filing of complaint
The Board conducts a confidential investigation and issues disciplinary actions as it deems appropriate	Within 4 weeks of filing of complaint
If there is no resolution after disciplinary actions, the Board issues a final decision regarding expulsion of member(s)	Within 6 weeks of filing of complaint

### Conflict Management/Resolution Policies for Head Coaches

- Conflicts involving a Head Coach generally arise with Adult Members or with other Flight staff during the playing season, or as a result of the post-season Head Coaches' evaluation process with the Program Director and DFHA Board. These conflicts usually fall into five Pathways similar to those for Adult Members described in Section 2 above. The Program Director provides immediate support and assistance to Head Coaches for conflicts which develop during the playing season, serving as a primary resource and backup. However, during the post-season evaluation process, the Head Coach may enter into a dispute with the Program Director regarding the Director's recommendation to retain/release him or her as coach for the following season, and the Head Coach may appeal to the Board for intervention. Once the Board votes on the decision to retain or release a Head Coach, there is no further opportunity to appeal the issue. Decisions by the DFHA Board are final.

### Five Pathways toward Conflict Resolution for Head Coaches

Type of Conflict	First Step	Second Step	Third Step
I. Head Coach with Adult or Junior Member	Talk to Member directly	Involve the Program Director	Involve the DFHA Board
II. Head Coach with another Coach	Talk to other Coach directly	Involve the Program Director	Involve the DFHA Board
III. Head Coach with Athletic Director, Assistant AD or other Flight staff	Talk to Flight staff member directly	Involve the Program Director	Involve the DFHA Board
IV. Head Coach with Program Director	Talk to Program Director directly	Involve the DFHA Board	
V. Head Coach with DFHA Board	Involve the Program Director	Involve the DFHA Board	



2. Head Coach conflicts with the Program Director and/or DFHA Board are handled by the same process and timeline as described in DFHA Bylaws Article 9.1.b and 9.2, and Section 9 above, with the following special conditions:
  - a. During the playing season, Head Coaches may file a written complaint with the DFHA Board at any time just as any Adult or Junior Member of DFHA may do, according to Article 9.1.b and Section 2 above and in the spirit of Matthew 18:15-18. As in Section 8 above, it is strongly recommended that the Head Coach follow each step in the pertinent Pathway (above) prior to filing a complaint with the Board, to allow the issue to have the best chance of a natural and Biblical resolution with the least amount of injury to all parties involved. The best interests of the Junior Members should always be kept foremost in the Head Coach’s mind, with the goal to minimize the impact of conflicts on our Junior Members’ ability to play, compete and enjoy their sport and their teammates.
  - b. During the post-season evaluation process, Head Coaches may file a written complaint with the DFHA Board once they have met with the Program Director to review the written summary of their performance. At that point, if the Program Director is going to make a recommendation to the Board regarding renewal or non-renewal of the Head Coach with which he or she disagrees, the Head Coach may file a complaint.
  - c. The Head Coach must file the written complaint before the DFHA Board votes on his or her retention or release. Once the Board votes on the decision to retain or release a Head Coach, there is no further opportunity to appeal the issue. Decisions by the DFHA Board are final.
  - d. If the Head Coach chooses to file a written complaint with the DFHA Board, the following timeline will be followed in the process of resolution of the complaint, pursuant to the DFHA Bylaws. Please see Article 9.2 for further details and explanation.

### Timeline toward Conflict Resolution for Head Coaches

Events in the Conflict Resolution Process	Deadline
Written complaint filed with the DFHA Board	Start of the process
Response of the Board acknowledging receipt of the complaint	Within 24 hours of filing of complaint
One or two Board Members meet with the Head Coach and the Program Director. This includes bringing the two together to seek resolution of the issue	Within 10 days of filing of complaint
If there is no resolution, the Board President submits a written report to the entire Board	Within 3 weeks of filing of complaint
A special meeting of the entire Board is called and the Head Coach and Program Director each present their perspective of the issue; the Board deliberates privately then calls the two together to seek reconciliation	Within 3 weeks of filing of complaint
The Board conducts a confidential investigation and either upholds the Program Director’s recommendations (immediate vote) or issues disciplinary actions	Within 4 weeks of filing of complaint
If there is no resolution after disciplinary actions, the Board issues a final decision regarding the Program Director’s recommendations (final vote)	Within 6 weeks of filing of complaint