

Conflict Resolution Policy for Parents

Purpose:

The purpose of this conflict resolution policy is to establish guidelines and procedures for addressing and resolving conflicts that may arise among parents within Center Ice of Oaks Figure Skating Club and Center Ice's Learn to Skate program. It aims to promote a positive and inclusive environment for all participants, ensuring that conflicts are managed in a fair, respectful, and constructive manner.

Policy Statement:

Our organization is dedicated to providing a safe, enjoyable, and supportive environment for all participants, including parents. Conflicts among parents, whether related to their children's participation, club dynamics, or other factors, should be addressed promptly and resolved in a manner that promotes the well-being of the children and maintains a positive atmosphere.

Guiding Principles:

1. **Child-Centered Approach:** Prioritize the best interests and well-being of the children involved in the organization throughout the conflict resolution process.
2. **Respect and Civility:** Encourage all parents to engage in respectful and civil interactions, treating each other with courtesy, empathy, and understanding.
3. **Open Communication:** Promote open and constructive communication between parents, fostering active listening, and promoting the exchange of ideas and perspectives.
4. **Confidentiality:** Ensure the confidentiality of all parties involved, respecting their privacy, and maintaining trust within the organization.
5. **Fairness and Impartiality:** Approach conflict resolution with fairness, impartiality, and respect for the rights and perspectives of all parties involved.
6. **Professionalism:** Encourage parents to exhibit professional behavior and avoid personal attacks or disruptive conduct that may hinder the conflict resolution process.

Conflict Resolution Process:

1. **Informal Resolution:**
 - a. Parents are encouraged to address conflicts informally by directly communicating with the involved party/parties.
 - b. Open and respectful dialogue should be initiated, seeking to understand each other's concerns and perspectives.

- c. Mediation may be utilized, if necessary, where the Skating Director facilitates the discussion and helps the conflicting parents reach a mutually acceptable resolution.

2. Involvement of the Skating Director:

- a. If the conflict remains unresolved through informal means, parents should involve the Skating Director.
- b. The Skating Director will schedule a meeting with the conflicting parents to understand the issues and perspectives involved.
- c. The Skating Director may provide guidance, clarification, and assistance in finding common ground or suggesting potential solutions.
- d. The Skating Director will communicate the agreed-upon resolution or action plan to all involved parties, ensuring clarity and understanding.