

# MAGNOLIA LITTLE LEAGUE

## CONFLICT RESOLUTION

It is our hope that you and your child will have a fun and positive year in Foster City Little League. Occasionally however, a conflict can arise among parents, coaches, umpires or players. For example, a parent might not approve of the actions of a manager or coach. A coach may not be able to handle a certain player. An umpire may not be able to cope with a particular parent's response to the officiating. Occasional as they are, these situations can be quite distressing to all involved, particularly the children, and take the fun out of the game. The Magnolia Little League Board of Directors is committed to making sure that all conflicts be resolved quickly, objectively, and equitably with the very first consideration being given to the welfare of the children. Therefore, the Board has adopted the following **Conflict Resolution Process**. It is designed for, and should be followed by, all adult participants in the league if a conflict arises.

1. If you do not approve of the actions or attitudes of another person (such as another parent, coach, manager or board member), bring it to their attention quickly in a courteous and positive manner. When approached promptly and in a calm manner, many problems quickly become non-issues and a higher level of cooperation and understanding is achieved. Please avoid these discussions in front of your child. Players do not need to see their parents or coaches arguing with each other.
2. If you cannot achieve what seems to be the right outcome, consult with the **Player Agent** who will listen objectively and impartially and take whatever action he or she feels appropriate. The Player Agent is a member of the Little League Board of Directors who will completely respect your privacy in any matter. It must be remembered at all times that Little League is a game for our children and not a matter of winning or losing for parents. Parents need to sometimes step back and look at the big picture. ALL MANAGERS, COACHES, ADULT UMPIRES and BOARD MEMBERS are VOLUNTEERS. They are not paid, and give freely of their time, both during the week and on weekends to teach your child the game of baseball.
3. If you are still not satisfied with the outcome from the **Player Agent**, you may then bring your matter to the **League's Board of Directors**. The President will listen to your situation, and then at his or her discretion, appoint a committee of Board Members to try and arbitrate the matter in an objective manner. If the Player Agent or other Board member is involved in the conflict, he or she shall not be included as an arbiter in the Conflict Resolution Process. When any matter is brought to the Board, all decisions of the Board or its appointed committee will be binding and the matter will be considered resolved.
4. If you have a dispute with an umpire, do not confront the umpire directly. This will only undermine the authority of the umpire in front of your players. **REMEMBER, UMPIRES DO THE BEST JOB THEY CAN. THEY ARE NOT PROFESSIONAL, AND YES THEY WILL MAKE SOME MISTAKES.** If you have a problem with an umpire's handling of a certain situation or his or her conduct, bring your concern to the manager or coach of your team, who will then advise the **League's Umpire-in-Chief**. The Umpire-in-Chief will then investigate the matter. The Umpire-in-Chief, if unable to resolve the situation, will bring the matter to the Board of Directors. Any action connected with Magnolia Little League which you deem illegal, immoral, or unethical should be reported to the **President** of the league immediately.

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