



Aquatica Synchro Club – Conflict Resolution Policy

At Aquatica Synchro, we believe that open, respectful, and honest communication between athletes, coaches, and parents is essential to creating a positive and successful team environment. Teamwork and mutual respect are at the heart of everything we do.

We recognize that from time to time, conflicts or misunderstandings may occur. Our goal is to resolve these issues constructively and at the lowest possible level, with a focus on listening, empathy, and problem-solving.

Principles

- Members are encouraged to address concerns directly and respectfully with the person(s) involved whenever possible.
- Conflicts should be raised and addressed promptly, ideally while they are still manageable.
- All concerns will be handled with confidentiality to the extent possible.
- Retaliation of any kind against individuals who raise concerns in good faith will not be tolerated.
- We are committed to making decisions that are fair, respectful, and based on appropriate considerations, free from bias or undue influence.

Conflict Resolution Process

If a conflict or concern arises, please follow these steps in order:

1. Step 1 – Direct Discussion:

The athlete or parent speaks directly with the team coach.

2. Step 2 – Group Discussion:

If unresolved, the coach, the athlete or parent with the concern, and any other directly involved individuals (athletes or parents) will meet to discuss the issue.

3. Step 3 – Broader Meeting:

If still unresolved, a meeting will be held with the team coach, involved athletes and parents, and the program coordinator > If the concern is strictly between parents and does not directly involve athletes, this step may be skipped.

4. Step 4 – Club Leadership Involvement:

If resolution is still not achieved, the President of the Board of Directors will join the conversation with the coaches, parents, and athletes involved.

5. Step 5 – Escalation to Provincial Body:

If no resolution is possible through the above process, or if the matter is serious in nature, the concern will be referred to Manitoba Artistic Swimming and addressed through their Discipline Policy.

Definition of Negative Behaviour

Negative behaviour includes, but is not limited to:

- Disrespectful, hurtful, or hateful language
- Offensive, abusive, obscene, or threatening behaviour
- Racist, sexist, or discriminatory comments
- Bullying, harassment, or hazing (including online or via social media)
- Unwanted physical contact
- Any form of coercion or intimidation

Aquatica Synchro is committed to supporting a safe, inclusive, and respectful environment for all athletes, coaches, and families. Thank you for helping us build a culture of communication, accountability, and care.