Response & Reporting

Conflict Resolution

Conflict can be a part of human interaction and if managed well, can be productive and, depending on its nature, may be resolved without formal complaint filing. Cross Country Alberta is committed to treating all members fairly and with respect and has policies and procedures that provide internal and external alternatives to support appropriately transparent and timely resolution of conflicts.

Cross Country Alberta's **Harassment Policy** outlines the process for filing complaints and resolving concerns related to harassment, bullying, abuse and discrimination.

Cross Country Alberta's Dispute Resolution and Appeal Policy (include link) encompasses an integrated process that provides internal options and external alternatives to ensure that issues can be resolved with appropriate transparency and timeliness, and in accordance with the principles of natural justice and procedural fairness.

Resources for understanding and resolving conflict:

5 Approaches to Conflict Management – Coaching Association of Canada

Main Causes of Disputes and Prevention Strategies: A Must for Sport Administrators – Sport Dispute Resolution Centre of Canada (CRDSC)

Concerned about a potential incident of abuse, harassment, bullying or discrimination? Contact:

Canadian Sport Helpline: **1-888-83-SPORT (77678)**, info@abuse-free-sport.ca, http://abuse-free-sport.ca/en/, or

Nordiq Canada's independent third-party complaint receiver:

Mr. Brian Ward – brianward@globalserve.net