



## Tecumseh Tennis Club – Conflict Resolution Process

The Executive Board is committed to resolving any conflicts in a fair and respectful manner.

If you believe a member of the Club or guest of a member has violated the Code of Conduct, contact the President, at which point the President will discuss the matter with all parties in order to try to mediate a successful resolution.

If this is not possible, the complaint should be brought forward to the President or his/her designated Executive Board member in writing and should include the following information:

- the complainant's name, address and contact information,
- the date, time and place of the incident,
- all involved parties and witnesses, and
- full details of the incident, including what led up to it and the outcome.

The President/Designate will follow up with the complainant, the offending member(s) and/or witnesses to obtain any additional details. The President/Designate may call an emergency meeting of the Executive Board within 5 days of receipt of the complaint to review the complaint. At the meeting, the nature of the complaint will be determined with all the evidence presented. Then the most appropriate response/action will be taken. The response to the complainant will be provided within 5 days of the Executive Board meeting at which the matter was discussed. The decision of the Executive Board is final.