



Positive-Resolution and Communications Procedures for Players, Staff and Parents

The mission of Wisconsin Twisters LTD. is characterized by the value of fairness, integrity and communication. The Wisconsin Twisters is committed to providing an environment in which its members are treated with respect. Such an environment is essential in fostering the personal growth, aspirations, and development of all players. Membership in the Wisconsin Twisters fast-pitch, as well as participation in its activities, brings with it many benefits and privileges. Members and participants are expected to fulfill certain responsibilities and obligations by complying with its policies, adhering to its bylaws, following its regulations, following its code of conduct, and honoring its mission.

Irresponsible behavior, therefore, can compromise the integrity of The Wisconsin Twisters' mission. Conduct that violates these values inherent in its mission might be subject to sanctions pursuant in this policy.

Wisconsin Twisters will assist members in resolving problems efficiently and effectively. The key to a quick resolution is to simply follow procedures. Complaints and resolutions, therefore, will be acted upon fairly, transparently, expeditiously, and affordably. Since sanctions may be applied, it is with professional consideration to our members to be able to provide this policy, which applies to all members as defined by its bylaws. The policy will be reflective in matters that might arise during the course of events associated with the endeavors of the Wisconsin Twisters: games, practices, picnics, meetings, lodging, and travels. Disciplinary issues and complaints developing outside its business activities or events might be addressed only if the actions directly conflict with the mission, image, and good standing of the Wisconsin Twisters. Any member, as described in the bylaws, may solicit this policy or grieve (complain) regarding violations of policies, procedures, bylaws, and actions by simply following the steps below:

Positive Resolution Protocol:

1. To allow for a "cooling off" period, parties lodging a grievance or distress must wait 24-hours after an occurrence of the violation, unless the delay could conflict with an injury or a violation of the law.
2. Parties involved must first discuss the issue directly with the parties involved: player to coaches, parents to coaches, players to players, and coaches to staff.
 - A. Verbally is preferred
 - B. Emails are secondarily preferred
 - C. Pay attention to the following:
 - No outside parties to be made a part of the discussion
 - No text messages shall be used
 - No communications via social medias
 - No third parties shall be used

3. Failure to discuss the situation with all parties involved will forfeit the right to escalate the issue through the remaining steps below.
4. If satisfactory resolution is not achieved through direct discussion between parties, a formal grievance must be provided in writing or emailed only to the appropriate Communications Directors, who will attempt to arbitrate a resolution.
5. The protocol as described above must be followed. No resolution discussions will take place between any board members, parent representatives, or outside parties. The Communications Directors are solely responsible and authorized to communicate concerns or have discussion with the parties involved.
6. If a resolution is still not achievable, the Directors will present the grievance to the Twister Board at its next scheduled meeting or sooner depending on the gravity of the situation. Involved parties may or may not be asked to attend; however, a Due Process Procedure will supersede any action.
7. The board will investigate the grievance and decide upon a resolution, a rationale, or a non-action. A formal meeting or correspondences will ensue. All parties will be notified in the most expeditious manner possible. All decisions by the board will be finalized and documented accordingly.
8. When reporting a grievance or any other positive feedback, please keep the following in mind to ensure the process flows smoothly:
 - A. You must provide contact information (your name) or else the directors cannot follow-up on the reported issue.
 - B. Don't let issues go unreported for weeks or months. Resolution is almost always easier and more effective when addressed earlier rather than later.
 - C. Follow a general hierarchy (protocol) for reporting un-resolvable issues:
 - a. Issues with players and staff should be first reported to the Coaches
 - b. Issues with Coaches should be first reported to the Communications Directors
 - c. Issues with Directors should be first reported to the Board
 - d. Provide details; e.g. - dates, times, locations, names, etc.
 - e. Don't be vague; e.g. - don't just say that a player or coach did a bad job or made a bad decision. Explain what happened and what rule wasn't applied correctly. Listing is better
 - f. Avoid insults. Keep it professional
 - g. Avoid assumptions
 - h. Don't make demands or threats
 - i. Don't assume nothing will be done about your concerns