



## MDRA – Convenor Role

MDRA Convenors act as a mediator between bench staff and parents, or members and Executive, as required:

- Could (rarely) take on a mediation role between bench staff and players, especially for older age groups.
- Convenors are expected to respect the privacy of all players and members , only sharing sensitive information with affected parties and MDRA Executive.

### Process to Engage Convenor

- The coach or manager (requestor) can contact the convenor directly.
- Parent/player (requestor) can also contact convenor directly
  - The issue should be clearly documented in an e-mail.
  - The process is NOT anonymous.
- Convenor for that team (responsible Convenor) reviews issue, adds any other details, then sends it to all the Convenors for discussion.
  - If required, the responsible convenor contacts the bench staff and/or involved member(s) to gather additional details about the issue to be added to the e-mail
- All Convenors review issue via e-mail, with the responsible Convenor leading the discussion and ensuring a decision on how to proceed to resolve the issue is reached within 48 hours.
- If the Convenors cannot agree on the resolution to the issue, then the responsible Convenor will follow the escalation procedure.
- The responsible Convenor then relays the decision to the requestor and bench staff
  - The responsible Convenor can also meet with the requestor and bench staff to mediate a discussion of the resolution to the issue.
  - Additional convenors can assist at a meeting if the responsible convenor requests assistance.

### Issue Resolution

- The Convenor will clearly document the resolution arrived at by the Convenors or Executive.
- The convenor will send the resolution to all parties in writing.
- The resolution is shared with Executive in writing.

- The status of all issues will be a standing item at the monthly Executive meeting
  - Discussion of the issue will be via e-mail unless a meeting is required.
- Resolution is considered final
  - If the same issue is raised again, the responsible Convenor provides the requestor with the previously determined resolution.
- If the requestor is not happy with the resolution, they can appeal to the Executive.

### Escalation

- Some cases may require a decision be taken by the Executive.
- The responsible Convenor will manage the escalation process.
- The responsible Convenor will engage the Executive in writing by e-mailing the Registrar at registrar@mdra.ca.
- The Executive will follow the same procedure as the Convenors, discussing the issue by e-mail and trying to reach a resolution within 48 hours, with the Registrar taking the lead role.
- If the issue cannot be resolved by the Executive, it will be escalated to the President for decision.
- If the issue cannot be resolved by the MDRA, the President will present the issue to the appropriate governing body (e.g. ERRA or RO) and keep the rest of the executive and the requestor up to date on developments in writing.