

# Conflict Resolution Policy

Conflict resolution is a valuable skill as conflict is very common in sport.

Below are some simple steps you can take when dealing with conflict.

1. If the patron is violent and not removing themselves from the venue the police should be called.
2. If the patron is calm you can approach them and have a discussion.
3. Use a calm voice and ensure your body language is neutral.
4. Empathise with the patron, make sure their point of view is heard (regardless of how unreasonable it is).
5. Try and reach a compromise that benefits both parties.
6. If a compromise is not reached, make sure the patron feels satisfied that their feedback is to be taken into account by encouraging them to email the executive their complaint feedback.  
([admin@basketballsurfcoast.com.au](mailto:admin@basketballsurfcoast.com.au))
7. After the issue has been resolved, if it is a major incident (if someone gets ejected is considered a major incident), record as much information as possible on a game incident report form. See SBA website > About > Policies and Documents.
8. Ensure the referees and other staff are ok and help file reports if necessary.

**In all situations common sense prevails and these points are guidelines only.**