

SCOV Pickleball Club Board Policy

Title	Code of Conduct and Conflict Resolution Process
Effective Date:	09/17/24

Background

The SCOV Pickleball Club is responsible to manage the competitive sport of pickleball in SCOV, creating a safe, enjoyable, friendly environment for players at all levels of ability. To achieve this, the SCOV Pickleball Club has:

- Created rules for order of play on the courts with the paddle rack system
- Set up schedules to designate playing times for different levels of ability
- Trained all new members in safety
- Semiannually provided training clinics for skills development
- Trained members on use of the ball machines prior to permitted use
- Sponsored social events

It is the responsibility of SCOV Pickleball Club members to likewise support and encourage this positive environment by abiding by the SCOV Community Standards regarding Code of Conduct as stated below, taken verbatim from Page 5 of the SCOV Owners and Residents Handbook.

Code of Conduct

This Code of Conduct has been established by the Board of Directors to identify the responsibilities of members and their guests when using SCOV facilities, common areas, digital and written interaction. To protect the ambiance and enjoyment for all those who use SCOV property and interact digitally, the following actions are not permitted against any other members, guest or staff.

- The use of loud, profane, indecent or abusive language, physical abuse, threat, harassment or like activities
- Actions that result in unsafe conditions or practices, uncivil or discourteous manners, willful misconduct, or actions that unfairly or unreasonably impair the rights or privileges of other users.
- Interference with staff functions, procedures, or discipline of staff.

Violations of these and any other rules of SCOV will result in disciplinary action as outlined in the government documents, including but not limited to a disciplinary hearing before the Board of Directors, suspension of membership privileges and/or monetary fines.

Complaints regarding programs, personnel or the actions of others should be filed on the web form located in Member Services, Code of Conduct Complaint.

It is the responsibility of the SCOV Pickleball Board to ensure these standards are followed according to the SCOV Clubs' Rules, Regulations and Procedures, Article 4 Membership and Operation, Section 4.1 Membership which states the following:

Members who are abusive, project an undesirable or inappropriate image, or who unnecessarily and blatantly create turmoil, disruption and dissension among club members, other clubs or SCOV in general may have their club membership suspended or revoked. Club officers and/or the Board of Directors shall initiate such action, with right of appeal to the SCOV Board of Directors.

Conflict Resolution Process

- Members who experience a serious conflict with another individual must first try to resolve the issue directly with that person.
- If that fails, the aggrieved member may file a Code of Conduct Complaint within 48 hours, describing the incident, documenting the attempted resolution and listing witnesses.
- The SCOV Pickleball Club Board will assign a trained mediator who will meet with both parties to resolve the matter. The mediator will ask each party:
 - o What happened?
 - o How did this make you feel?
 - o What did you do to cause this problem?
 - o What do you need to solve this problem?
- If the parties cannot come up with a solution, the mediator will ask each party to write an explanation of what happened and what is preventing the problem from being solved, and include any written witness reports.
- The SCOV Pickleball Club Board will review the documentation and make a final determination.
- Both parties have the right of appeal to the SCOV Board of Directors

In Closing...

The very nature of pickleball makes it more prone to personal conflicts than any other SCOV sport or activity. It is played with a hard ball against opponents on a small court. Some players hit harder than others. However, with the structure of the club schedule, players can determine for themselves what type of game they wish to play and with whom they want to play.

Pickleball is a game we do for fun. Let's do all we can to keep it that way.