



## Conflict Resolution Procedure – Elevate VBC

The following guidelines have been established to protect the players, coaches and parents from uncomfortable and inappropriate situations when it comes to both discussion and resolution of grievances. The coaches within Elevate Volleyball Club (hereafter named EVBC), have been instructed to adhere to these guidelines to better maintain the club/player/parent relationship.

The **4-step policy for conflict resolution** are as follows:

1. **Abide by the 24hr policy** – always allow 24hrs to pass from the last point of a tournament before contacting the coach. That includes text, email, phone calls, in-person, etc.
  - a. This allows players, parents and coaches to calm down so that a rational, calm decision can be reached.
  - b. This is the *most* important rule to follow as a parent in this club
2. The athlete should arrange a time to speak with the coach regarding the matter. Before or after practice is typically an ideal time.
  - a. We want to train our young people to advocate for themselves and learn to speak up whenever possible.
3. If the matter remains unresolved, the parent AND athlete should request to meet with the coach. Coaches will ONLY meet with parents when the athlete is present- never at a tournament.
  - a. Please do not confront a coach before, during or after an event. Arrange to meet with your coach at a convenient time for all parties, including before or after practice.
  - b. If a parent approaches a coach during a tournament, we have instructed our coaches to refuse to discuss the situation, to refer the parent to a club director, and walk away.
  - c. We also instruct our coaches not to get involved in a texting conversation.
4. After all of these steps have been followed, if the matter is still unresolved, the parent can then request a meeting with the player, coach and club director. Note – the PLAYER MUST BE PRESENT AT THE MEETING.
  - a. At this point, the ruling of the Club Director will be final

It is important that players and parents alike understand that conversation with a coach is allowed and encouraged at any time throughout the season provided it is civil and abides by the 24hr policy (step 1 above). All discussions need to be rational and calm before discussion occurs.

### ADDITIONAL POLICY OPTIONS/EXAMPLES

- EVBC will not acknowledge or act upon any negative emails. While convenient for conveying details, email can also leave room for interpretation of feelings and misunderstandings. To initiate the grievance process, please contact the coach by phone or schedule an in-person meeting.
- EVBC will require 24 hours from the end of practice or a tournament before a meeting is able to be scheduled. Please conduct scheduling through email or by phone.
- EVBC coaches are happy to discuss concerns with parents, but they must follow the 4-step policy above and the athlete must be included in each conversation. This will ensure that everyone is getting and giving the same message.

## Reporting Inappropriate Behavior of Club Staff

EVBC vigilantly maintains a policy that places the safety of the young athletes entrusted to our care and instruction as our highest priority. We watch team activities and interactions closely to try to prevent miscommunications that cause discomfort to any of the athletes or parents. If you see behavior of EVBC representatives and/or staff, that you believe to be inappropriate, report it immediately to the club director. All complaints will be investigated. Anyone found to be in violation of policy would be subject to discipline, which may include dismissal. There will be no retaliation against any complainants and/or witnesses who participate in an investigation. If you have any questions regarding EVBC policies or procedures, please do not hesitate to contact the club director.

## Club Communication Policy & Guidelines

Parenting and coaching are important and complimentary vocations and by working together we can better provide benefits to the player. Since he/she is beginning to move into the adult world, one of our goals is to make them responsible for their own actions.

- Examples of communication expected from all Parents
  - Advanced notification of any schedule conflicts. Preferably an email or phone call.
  - Specific concerns regarding a coach's philosophy and/or expectation.

Since our goal as a program is to move each athlete forward in their development as a player and a person, it is our request that you encourage your child to discuss any of the issues first with their coach. If your child is unclear of the resolution, please feel free to contact the coach with your child present.

- Examples of appropriate concerns to discuss with the coach
  - The treatment of your child – both mentally and physically
  - Ways to help your child improve
  - Concerns about your child's behavior

Our coaches are professionals who make tough decisions based on what they believe to be the best for the team and athletes involved. Certain things can and should be discussed with coaches. Other things, such as those in the following section, must be left to the discretion of the coach and will not be discussed, either in person or via phone or email:

- Examples of issues that are NOT appropriate to discuss with the coach
  - Team Strategy
  - Play Calling
  - Other Athletes or Coaches
  - Playing Time (unless framed such as "what can my child do to earn more playing time?")

Situations may arise that may require a conference between the coach and a parent. These are to be encouraged, and it's important that both parents/guardians of the player have a clear understanding of the other's perspective. Please see above for the EVBC Conflict Resolution procedure.