



### **Conflict Resolution Procedure**

The following guidelines have been established to protect the players, coaches and parents from uncomfortable and inappropriate situations when it comes to the professional discussion and handling of grievances. The coaches within BOSS VBC have been instructed to adhere to these guidelines to better maintain the club/player/parent relationship.

The procedure to discuss concerns about policies and actions are as follows:

1. The athlete should speak with the coach regarding the matter
2. If the matter remains unresolved and there is a legitimate concern, the parent AND athlete should request to meet with the coach. Coaches will ONLY meet with parents when the athlete is present, and not 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. 24 hour policy; emotions run high in the heat of the moment. Allow for a “reflection period” of 24 hours prior to contacting your player’s coach by Team Snap or email..
  - d. We also instruct our coaches not to get involved in a texting conversation.
3. If the matter still remains unresolved, the parent can request a meeting with the club director, along with the coach and the player. **THE PLAYER MUST BE PRESENT AT THE MEETING.** It is important that players and parents alike understand that conversation with a coach is allowed and encouraged at any time throughout the season as long as it is civil and polite. However, when problems arise, we will all need to be rational and calm before discussion occurs.

### **ADDITIONAL POLICY**

- BOSS VBC 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.
- BOSS VBC will require 24 hours from the time of the incident before a meeting is able to be scheduled. Please conduct all scheduling through Team Snap.

### **Reporting Inappropriate Behavior of Club Staff**

BOSS VBC 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 BOSS VBC employee that you believe to be inappropriate, report it immediately to the club director. All complaints will be investigated. Any employee 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 the BOSS VBC 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 are able to 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.

**Communication Coaches Expect From Parents**

- Advanced notification of any schedule conflicts. Preferably an email or Team Snap Message
- Specific concern in regard to 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..

**Appropriate Concerns to Discuss With Coaches**

- 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:

**Issues Not Appropriate To Discuss With Coaches**

- 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 BOSS VBC Conflict Resolution procedure.