



Conflict Resolution Policy for St. Croix Valley Galaxy

Conflict Resolution Procedure

The following guidelines have been established to protect players, coaches and parents from uncomfortable and inappropriate situations when it comes to the professional discussion and handling of grievances. To assist in maintaining a strong club/player/parent relationship, all athletes and coaches within the Galaxy program must adhere to these guidelines.

If concerns on policies or conduct arise, the following steps are to be followed:

1. The athlete should speak to the coach regarding the matter.
2. If the matter remains unresolved and a legitimate concern arises, the parent AND athlete should request to meet with the coach.
 - a. The athlete MUST be present for the meeting.
 - b. Players and parents should not confront a coach before, during or after an event. Meetings should be arranged at a time which is convenient for all parties, including before and after practices.
 - i. If a coach is approached during a tournament, they have been instructed to refer the parent to the club director and walk away.
 - c. Coaches have been instructed to conduct these conversations in person and not via texting or social media platforms.
3. For matters that remain unresolved, the parent may request a meeting with the club director, along with the coach and player.
 - a. The player MUST be present at the meeting.

It is important for players and parents alike understand conversations with coaches are allowed and encouraged at any time throughout the season in adherence to the procedure listed above. It must be emphasized these conversations must remain civil and polite; however, when problems arise, additional support from the club director may be required to remain rational and calm during these discussions.

If the procedure outlined above is not met by an athlete and/or parent, the athlete will be disqualified from participating in future practices and/or tournaments until a resolution has been reached.

Please sign below in acknowledgement of this procedure and return to your coach as soon as possible.

Player Signature _____ Date _____

Parent Signature _____ Date _____