

Grievance Policy

Knowing when to communicate and how to communicate with your athlete's coach is a concern for almost every parent at some time during the season. Most often, the concern is how to inquire about issues surrounding playing time. Nassau Elite Volleyball Club will always try to encourage the athlete to talk to the coach when they have a problem with their playing time.

If the athlete is unsure or unclear about what the coach expects from them, either in practice or in competition, the appropriate action is for the athlete to communicate with the coach as to what they need to do to get more opportunities to play in matches or at another position. When the parents have a problem that is specific to their own athlete, we also encourage them to speak first to the coach. Coaches WILL NOT discuss "coaching decisions". Coaching decisions include, among other things, specific match decisions (who played when, who was subbed in/out and when, etc.). Playtime is a very complex determination. It includes the coach's opinion, the athlete's ability, the athlete's potential, the team's needs now, the momentum of the game, and the team's needs for the future and the club's philosophy. The coach will not be required to defend his/her thought process or conclusions in these determinations, and it is improper for a parent to make such a request. In addition, NASSAU ELITE VOLLEYBALL CLUB instructs coaches not to discuss any athletes' situations on other teams. If you, as a parent, have legitimate concerns about the coach other than your athlete's coach, or with an athlete other than your own, you must address the director.

POLICY ORDER:

1. The athlete should first speak to the coach about the matter. If the matter remains unresolved, or the athlete has a reasonable concern that speaking to the coach will not resolve the matter, then move on to step 2.
2. The parents should speak or meet with the coach. Parents and/or athlete should contact the coach via the telephone to setup a meeting time (NOT DURING A TOURNAMENT). A parent should never approach a coach at a tournament. We have instructed the coaches to follow the "24-hour rule", to refuse to discuss any controversial matter, and to refer the parent to the Director. The coach will then walk away. The recommended time for a parent to schedule a meeting is usually, (if time permits) or immediately following a scheduled practice. If the matter remains unresolved or if the parent has a reasonable concern that speaking with the coach will not resolve the matter, then go to step 3.
3. The parent may speak to the Director and request a meeting with the coach and Director together. In certain situations, NASSAU ELITE VOLLEYBALL CLUB may request the athlete to also attend. Meetings should be previously arranged. This will not take place at a tournament site.

OTHER POLICIES REGARDING GRIEVANCES WITH NEVC:

1. NASSAU ELITE VOLLEYBALL CLUB will not tolerate hostile, aggressive confrontations between a parent and any official, coach, athlete, or another parent, whether the confrontation is within the club or not. Violation of this policy may result in the athlete(s) being dismissed from NASSAU ELITE VOLLEYBALL CLUB.
2. It is inappropriate for an athlete or parent to approach other NASSAU ELITE VOLLEYBALL CLUB members about the problem the athlete or parent is having with a NASSAU ELITE VOLLEYBALL CLUB coach. Asking uninvolved persons to take sides in an issue is unfair to the third party and to the club. For psychological health of the teams and the club, grievances need to be handled between the parties involved and the decision makers in the situation. Remember, competitive team athletics, by nature alone, create situations where everyone may not be happy all the time.
3. Any member who is approached and asked to listen to or to express an opinion about matter between two other parties in the club is strongly encouraged to refer the complaining party to the take the matter up with either the coach or the Director.
4. Any member who, as third party, hears remarks or stories about NASSAU ELITE VOLLEYBALL CLUB, its's employees or its's policies, that cause the member to be concerned, is encouraged to call the Director immediately to determine the facts, or to alert the club administration to a situation of which it may be unaware. By the time the story gets to a third or fourth party, it frequently bears little resemblance to the truth or to the facts of the situation. It is also detrimental to the athlete and disruptive to the team to complain to the athlete about the coach, the coach's style, or the NASSAU ELITE VOLLEYBALL CLUB policies. If you, as a parent, are unhappy or concerned about any matter, address the party in control. If the athlete is unhappy, they need to address the appropriate party.

SafeSport MAAP Policies: Can be found at www.nassaelite.com

DISPUTE AND RESOLUTION POLICY

1. Fees are non-refundable. All fees are based on the number of girls a team and in the club, this cannot be made up in any other way. Parents will sign off on the size of the uniform, if the uniform does not fit at the start of the season, it will be the parents' responsibility to purchase a new uniform.
2. Playing time is up to the coach. This is a competitive volleyball club and not a pay to play club. Each athlete must earn their playing time. The director will not ask any coach to sit or play any certain player. This responsibility falls on the individual coaches. We have the best area coaches and trust them with the decision of play time for the individual teams.
3. Players need to make every effort to attend all practices. Practice is the key to improve a player's ability on the court. Players should show up 10 minutes early to help get the gym prepared for practice. Attendance will be taken at each practice and continued missed practices without a valid excuse will result in loss of playing time.
4. If a player cannot make a practice you must contact the administrator. The administrator will pass all message onto the appropriate coach. The coach is ultimately in charge of all practices and tournaments.
5. If a player has a problem with a coach, the athlete should communicate with the coach. If this does not work, then a parent may talk to the coach. Please give 24 hours post tournament prior to contacting the coach. Tournaments are highly emotional; all parties need adequate time to review issues. If resolution is not obtained, then the director will be asked to get involved and will have the final decision on all matters. See "Grievance Policy" for further information.
6. Any athlete that leaves the program and does not pay their final bill, the player is responsible for the total amount of the tuition. The player will not be allowed to play for NASSAU ELITE VOLLEYBALL CLUB until the bill is paid in full. Parents will sign a contract that they are responsible for the entire sum of the tuition for the season and is responsible for the full tuition if the player leaves the club. See "Refund Policy" for further information.

REFUND POLICY

When and upon making any NASSAU ELITE VOLLEYBALL CLUB travel team, at a regular or supplemental tryout, there is a non-refundable tournament fee as well as nonrefundable uniform fee to secure the spot. Subsequent refunding of any club dues is based on the number of players per team and given for medical reasons only. Proper medical documentation from the player's physician is required prior to any refunds due to medical reasons. Should the player be injured at any point during the season, NASSAU ELITE VOLLEYBALL CLUB Director will review on a case by case basis for refunds. All final decisions are determined by the Director.

Payment Information:

1. Pay account balance in full at any time prior to the start of the season
2. Payment plan is available
3. Try out fee is non-refundable and due the first day of try-outs
4. Initial payment (deposit) is due once a team position is offered and accepted
5. Monthly payments are due before the tenth (10th) of each month.
6. The club accepts payments in the form of cash, check, or credit card (website only) due by the 10th of each month
7. Make checks out to NEVC. A NSF fee will be added for each check returned for non-payment
8. Mail checks to **NEVC, c/o Damon Gordon 97261 Doubloon Way, Yulee, FL 32097**
9. Credit card transactions – www.nassauelite.com

NASSAU ELITE VOLLEYBALL CLUB HANDBOOK

Nassau Elite Volleyball Club Participation Waiver and Release

I (We) the parents of _____, consent to have the Nassau Elite Volleyball Club coaches act on our behalf should an emergency situation arise, and we grant them permission to authorize medical attention recommended by the physician or hospital.

I (We) accept full responsibility for expenses incurred in any diagnosis or treatment of any accident, injury or illness. It is understood that this authorization is given in advice or any specific authority and power to render care with the for mentioned physician, in the exercise of his or her best judgement, may deem advisable. It is understood that efforts shall be made to contact e (us) in rendering treatment to my (our) child, but that any of the treatment will not be withheld if (we) cannot be reached. This authorization is valid for treatment of emergencies when I(we) am not available to give consent.

I (We certify that my (our) child is covered by a medical insurance policy and therefore, will be covered in case of any injury incurred while participating in all activities, tournaments and events with Nassau Elite Volleyball Club.

Parent/Guardian's Signature: _____

Parent's Name (Please Print): _____

Date: _____

Nassau Elite Volleyball Photograph Consent Form

I, irrevocably, consent to and authorize use of my comments and/or photograph or likeness, thereof, for advertisement, public relation, promotion or any other purpose(s) by Nassau Elite Volleyball Club. I agree to waive any present or future claim for compensation or consideration. I also waive my right to inspect or approve the finished product, including any written copy that may be created.

Player Signature

Date

Parent or Guardian Signature

Date

NASSAU ELITE VOLLEYBALL CLUB HANDBOOK

Nassau Elite Volleyball Club Parent/Player Handbook Signature Page

Date: _____

I (We), the parents/guardian of _____, have read the “Nassau Elite Volleyball Club (NEVC) Handbook” concerning the policies and practices of NEVC. I (We) have read the information provided and understand the time and commitment involved in the practice and competition schedule. I (We) have reviewed the fee schedule and agree to pay all fees regardless of the duration of participation. Understanding the stipulations and having discussed these with our child, I (We) agree to and will support her participation in NEVC Volleyball.

I (We) understand that once registered with and having participated with NEVC Volleyball, the athlete will be unable to transfer clubs and compete in the USAV regional and or AAU/JVA regional events or national championships.

I, _____, the athlete of NEVC, have read the “Nassau Elite Volleyball Club Handbook” concerning the policies and practices of NEVC Volleyball and agree to follow these policies. I understand the commitment I am making to NEVC Volleyball and that if I should choose not to follow the policies as expressed above and any additional boundaries set forth by my coach, my playing time may be restricted and I risk further consequences with NEVC Volleyball.

By signing below, I confirm that I have read, understand and will abide by the rules, guidelines and policies of the Nassau Elite Volleyball Handbook. I understand that my signature is required by the Nassau Elite Volleyball coaching staff for my child’s participation and to ensure an enjoyable and successful season.

I am aware of the Nassau Elite Volleyball Club payment schedule and will ensure payments as follows: Participant cost by age can be found at www.nassauelite.com

Initial deposit of \$500.00 in total will be due when the athlete has been asked to join NEVC and signs the commitment form. The remaining balance can be paid in full or paid in equal monthly installments by the 10th of each month until balance is made in full. Visit www.nassauelite.com for more information.

Should any player/family not comply with the terms of your financial agreement, Nassau Elite Volleyball Club will pursue the outstanding fees via a collection services or legal proceedings. Additional expenses affiliated with these collection efforts will be included into the original delinquent payment.

Parent or Guardian’s Signature

Date

Parent or Guardian’s Name (PLEASE PRINT)

Date

Player’s Signature

Date

Player’s Name (Please Print)

Date