

## **Club Net Grievance Procedure**

Knowing when and how to communicate with your athlete's coach is a concern for almost every parent at some time during the season. The most common concern is how to inquire about issues surrounding playing time and/or team placement.

In the Club Net Volleyball program, we encourage the athlete to talk to the coach when she/he has an issue with their playing time, or if they are unclear about what the coach expects from them either in practice or tournaments. The appropriate attitude is for the athlete to ask the coach what she needs to do to get more opportunities to play. If the athlete is too emotional to discuss this in an adult manner, the conversation should be delayed until they are ready. Parents can best help their athletes by encouraging them to set goals to achieve more opportunities.

When parents have a problem that is specific to their own athlete, we require them to first speak to the coach. (Requirements for these interactions below.) What coaches will not discuss is "coaching decisions". These include but are not limited to: specific match decisions(who played when, who was subbed out, etc), or team placements. The amount of time any given athlete is on the court is a result of complex determination, in that coach's opinion, of the athlete's ability/potential/position, the team's needs at that moment, and the team's needs in the future.

**The coach will not be required to defend his/her thought process or conclusions in their decisions, and it is improper for the parent to request. In addition, we instruct coaches to not discuss any athlete other than the parent's own, or actions of any other Club Net coach. If you, as a parent, have legitimate concerns about a coach other than your athlete's coach, or with an athlete other than your own; you need to address the Director or Assistant Director. Please note again that "coaching decisions" are not, in our opinion, legitimate concerns.**

### **Parent/player procedure for concerns about Club Net policies or actions:**

1. The athlete should speak to or meet with the coach about the matter (this is not to happen during a game or tournament. The appropriate setting would be before or after practice.)
2. The athlete and parent should schedule a meeting with the coach. Meetings are to be at times and locations other than tournaments. \*If a parent approaches a coach during a tournament we have instructed them to remind them of this procedure and to give the parent the following options:
  - A) Ask them to return to their seat and schedule a meeting via email for the following week
  - B) If the parent does not return to their seat; the parent will be asked to leave the premises immediately
3. The parent may speak to the Club Director and request a meeting with the coach and Director. In certain situations, we may ask the athlete to attend the meeting as well. Meetings will be previously arranged and will NOT be scheduled during or at a tournament site. The coach and/or the director will not engage in discussions about coaching decisions.

**It is unacceptable for a player or parent to approach other Club Net members about an issue the player or parents are having with a Club Net coach, about objections to coaching decisions, or about disagreement with an administrative decision.**

**Asking uninvolved persons to take sides in an issue is unfair to the third party and to the Club. Competitive team athletics, by its very nature, create situations where everyone may not be happy all the time. For the psychological health of the teams and the Club as a whole, grievances need to be handled by the parties involved and the decision makers.**

**Any member who is approached and asked to listen to or express an opinion about matters between two other parties in the Club is strongly encouraged to refer the complaining party to take the matter up in the prescribed grievance procedure manner. Repetitive complaining by the athlete(s) or other third parties that interferes with the Club's efforts to pursue its stated pledge and purpose may be cause, in the sole determination of the Club, to ask a member to resign.**

**If you accept a position on any Club Net team, you as a player, and your parent/s will be required to abide by these procedures.**