



# ACTIVITIES CONFLICT RESOLUTION PROTOCOL

This communication protocol was developed to help promote direct communication so that problems and concerns can be addressed quickly, efficiently, and effectively between the parties involved. This is our district protocol that students and parents are to follow. Anoka-Hennepin staff is committed to student success and will listen to the concerns, maintain a healthy communication line, and return calls/emails in a timely manner. Anoka Hennepin Schools will follow all data privacy laws in this process. Hiring and managing employees is a function of our Employee Services Department in conjunction with district administrators. Staff evaluations are solely the responsibility of the school district.

Conflict in Activities Programs can generally be classified as either Level 1 or Level 2. Examples of Level 1 and Level 2 issues are listed below. The protocol for issues such as these are very similar, however in the case of Level 2 issues, the process will begin with Step 3.

## EXAMPLES OF LEVEL 1 ISSUES:

- Role clarification.
- General communication issues/clarification.
- Players/athletes in conflict with each other.
- General dissatisfaction with the program or coaching

## EXAMPLES OF LEVEL 2 ISSUES

- HVD-related issues (harassment, violence, discrimination).
- Racially motivated language.
- Inappropriate physical touch.
- Financial improprieties.

## ANOKA-HENNEPIN ATHLETIC PARENT MEETING STANDARDS

- We do not meet with groups of parents or students.
- Meetings are scheduled during regular business hours and will last up to 30 minutes.
- Established meeting norms will be followed.

We will only discuss issues with or about your child.

Hiring and managing employees is a function of our Employee Services Department in conjunction with district administrators. Staff evaluations are solely the responsibility of the school district.

Meetings will be terminated when personal attacks, swearing or disrespectful behaviors occur.

## CONFLICT RESOLUTION PROTOCOL

The following step-by-step structure is designed to address concerns and conflict in an expeditious manner when brought to our attention. As part of the resolution process, conflict that is brought forth will follow the appropriate chain of command structure.

### STEP 1 COACH/ADVISOR/DIRECTOR

Students are to express their concerns directly with their coach/advisor. Parents can contact the coach/advisor via email or telephone. \*Self Advocacy is part of the educational process. Most situations can be resolved with respectful dialogue between the coach and student-athlete.

### STEP 2 VARSITY HEAD COACH/HEAD ADVISOR

If the concern is not resolved, then the student or parent should discuss the matter with the activity's Varsity Head Coach/Head Advisor. If the head coach/head advisor is the person you contacted previously, please proceed to the next step.

During the meeting, you are encouraged to discuss:

- Treatment of your child, both mentally and physically.
- Ways to help your child improve.
- Concerns about your student's attitude.
- Ways that you can assist in helping our programs.

Off-limit topics include:

- Team strategy and play calling.
- Talking about any student athlete other than your own child.
- Playing time.
- Team placement.
- Firing or replacement of the coach or coaching staff.

### STEP 3 ACTIVITIES DIRECTOR

If a student or parent is dissatisfied with the response from the Head Coach or Head Advisor, please contact the Activities Director at the appropriate high school. If it's a Level 2 incident, the communication process will begin with the Activities Director.

During the meeting, you are encouraged to discuss:

- Treatment of your child, both mentally and physically.
- Ways to help your child improve.
- Concerns about your student's attitude.
- Ways that you can assist in helping our programs.

Off-limit topics include:

- Team strategy and play calling.
- Talking about any student athlete other than your own child.
- Playing time.
- Team placement.
- Firing or replacement of the coach or coaching staff

### STEP 4 PRINCIPAL

Most concerns will have been resolved by this point. However, if you still have concerns after speaking with the Activities Director, please contact the Principal at the appropriate high school.

### STEP 5 ASSOCIATE SUPERINTENDENT

If your concern has not been previously reviewed and resolved through the Principal's office, please contact the Associate Superintendent of High Schools. Matters that have not followed the protocol will be directed back to the appropriate step to be reviewed and resolved.

### STEP 6 - CLOSURE

The investigation has been reviewed by Employee Services, in alignment with district guidelines and protocol. Data privacy laws prevent us from sharing employee or student information. We understand that when it comes to athletics, there are times in which a difference of opinion may arise. The ultimate resolution may not be satisfactory to all parties involved. We now consider this matter closed after consulting with Employee Services.