

LRJ Volleyball

Conflict Resolution Pathway Policy

At LRJ Volleyball, we want every athlete to feel safe, supported, and free to focus on the game.

If you ever have a concern, we have a simple process in place to help resolve it — and we ask that all parents follow it. This keeps disagreements between adults where they belong: away from the court and away from your child.

When concerns stay off the sideline, athletes can focus on playing, growing, and enjoying the game.

We ask that parents wait 48 hours after a tournament or practice before reaching out with a concern. A little time goes a long way — it gives everyone a chance to cool down and come to the conversation ready to listen and problem-solve. When we communicate openly and respect this process, it creates a better experience for the coaches, the parents, and most importantly, the athletes.

A Note on Policy Enforcement The conflict resolution pathway outlined in this policy represents LRJ's suggested escalation process — designed to give families a fair, structured opportunity to address concerns. However, LRJ Volleyball reserves the right to bypass any step in this process if the actions of a parent or athlete are deemed severe enough to warrant immediate action. The safety and well-being of our athletes, coaches, and staff will always be the Club's first priority.

LRJ Conflict Resolution Pathway

1. All Concerns Go Directly to the Club Director.

Parent-to-parent conflict and **parent-to-program** concerns must be routed directly to the LRJ Club Director — not to coaches, not courtside, and not through team group chats.

2. 48-Hour Cooling Period for Concerns

Parents must wait 48 hours after a concern arises before submitting concerns about parent-to-parent conflict, program concerns, playing time, coaching decisions, or game-related issues.

3. No-Conflict Zone (All Team Spaces)

All LRJ spaces — practices, tournaments, sidelines, team events, and parking lots during LRJ activities — **are conflict-free zones**. This includes nonverbal tension between parents such as pointed silence or strategic seating.

4. Parents as Spectators - Standards of Conduct

The sidelines are part of the athlete's environment. What is said there is heard, felt, and remembered — by your child, their teammates, and the adults around you.

Negative comments about coaches, players, parents, or the club are not permitted at any practice or tournament and may result in a **program-to-parent concern**.

5. Social Media & Digital Public Conduct

All families are expected to maintain respectful, responsible conduct on public platforms — negative posts about coaches, athletes, families, or LRJ Volleyball are not permitted and may result in a **program-to-parent concern**. Based on the severity of the action, the first level response could be removal from the club.

6. Digital Communication Boundaries

Team group chats are for team logistics only — schedules, uniform reminders, tournament info, team events, ride shares, etc. No complaints, opinions, or conflict spillovers.

Consequence Ladder for Policy Violations

Level 1 — Verbal Redirection

Trigger (example): Parent approaches a coach in a No Conflict Zone.

Action: Coach redirects and notifies Director. Incident logged.

Level 2 — Written Warning + Required Meeting

Trigger (example): Repeated approach after redirection.

Action: Written warning and required meeting with Club Director before next event. Meeting documented.

Level 3 — Temporary Suspension from Attending Events

Trigger (example): Continued violations or visible sideline tension.

Action: Parent may not attend the next 1–2 tournaments. Athlete continues participating fully.

Level 4 — Season-Long Spectator Ban

Trigger: Ongoing or escalating behavior affecting team environment.

Action: Parent may not attend any LRJ events for the remainder of the season.

Level 5 — Removal From the Program (Extreme Cases)

Trigger: Threatening, aggressive, or unsafe behavior.

Action: Family may be removed from LRJ Volleyball.

Protocol for Communicating Concerns:

Request a meeting with the Club Director and provide a topic for the meeting. Avoid lengthy emails or phone messages, these tend to be too emotional and accusatory.

1) Athletes should take the initiative to approach their coach directly, rather than having a parent intervene. While discussing issues can be challenging for an athlete, it's an important life skill that sports can help develop. Parents might need to motivate their athlete to take that initial step. Club coaches strive to be approachable and foster a safe space for athletes to voice their concerns.

2) If the question or problem is still unanswered or unresolved, the athlete and parent(s) can request to meet with the Club Director at an agreed upon pre-arranged time with the coach, athlete and parent(s) in attendance.

The criteria for parents requesting a meeting with the club director:

The following outlines a structured approach for the meeting, establishing clear goals to ensure that everyone's time is used productively. To request a meeting with the Club Director, please send an email to director@lrjuniors.com and to vxcompton@ualr.edu .

- 1) **Parents need to communicate the reason for the meeting.**
- 2) **Provide one to three talking points set forth in the request.**
- 3) **The request should include an expected outcome.**