



## Grievance Procedures

By nature, competitive team athletics creates an environment where athletes, parents, and coaches may not agree with all decisions. Knowing when and how to communicate with the coach or Club is a concern for almost every parent at some time during the season. Most often, the concern is how to inquire about playing time issues.

Athletes are first encouraged to communicate with their coaches. We expect players to be able to approach their coach directly. If the athlete is a younger player, it is permissible for a parent to contact the coach after a 24-hour waiting period to inform them that their daughter has a concern and to please meet with both of them. Athletes are expected to discuss issues concerning playing time or any other volleyball-related subject with their coaches before escalation is needed. Parents are encouraged to communicate with the Club only after exhausting all the resources to resolve the problem.

Coaches are instructed not to discuss "coaching decisions" with parents or family members. These include playing time, substitution patterns, team line-up decisions, etc. Coaches are not required to defend their thoughts or conclusions. Coaches are not accountable to parents for coaching decisions.

Coaches are instructed not to engage in controversial discussions during tournaments. If a coach is approached during a tournament, they have been asked to refuse to discuss any controversial matter, to refer the parent to the grievance process, and walk away from the situation.

Parents and Athletes are asked to adhere to the following grievance process:

**ALL STEPS MUST BE TAKEN AFTER THE 24-HOUR WAITING PERIOD.**



# Wellington Volleyball Academy

1. The Athlete meets with the coach to discuss the matter. If the issue is not resolved or the athlete has a reasonable concern after speaking to the coach, they call a meeting with the Athlete, Parent, and Coach.
2. The Parent and the Athlete meet with the Coach to discuss the matter. If the issue is not resolved or the Parent has reasonable concerns after speaking to the Coach, a meeting with the Parent, Coach, and the Club's Parent Liaison is called to discuss the issue.
3. The Parent, Coach, and Parent Liaison meet to discuss the matter. The Club may ask the Athlete to attend the meeting. If the issue is unresolved, the Parent Liaison will escalate the case to WVBA's Directors and the Advisory Committee. The coach will walk away and be asked to refuse to discuss further issues with the Parent or Athlete and refer the Parents to the Parent Liaison.
4. The WVBA Advisory Committee will make a decision. All decisions and recommendations by Wellington Volleyball Academy and the Advisory Committee are final and not subject to appeal.

The recommended time for a parent or athlete to meet with a coach is immediately after a scheduled practice.

WVBA strongly promotes fairness and believes in open communication. All issues and concerns are immediately addressed with the athlete's well-being in mind.

If you believe your child is suffering emotional or physical harm from other team members or coaching staff, report it immediately to the Parent Liaison ([natalie.wvba@gmail.com](mailto:natalie.wvba@gmail.com)).