

Grievance Procedures

The procedure for addressing grievances has been designed to assist players and their parents with questions, concerns or problems that may occur during the course of the season concerning their daughter, we do not take grievances from parents concerning other players. These procedures ensure open communication between all affected parties.

Furthermore all coaches should be considered approachable. They are all very willing to listen to a player's concern and try to arrive at a mutual solution. Until the coach is made aware of the concern nothing at all can be done to alleviate it. We think the ability to confront and discuss potentially emotional topics is an absolute necessary skill for negotiating conflict within one's life. However, we also realize there are times a problem needs to be addressed and the player cannot bring herself to approach the coach. In this case we encourage both the player and the parent to approach the coach in order to produce the best environment for the player. Please do not let problems fester-it only makes things worse for everyone in trying to resolve issue.

1. **The player** must first ask for a meeting between the coach(es) and herself to discuss the issue(s). We at TVC are here not only to instruct volleyball, but help assist in learning valuable life lessons. One being learning how to maturely articulate an issue with an authority figure. Though some may argue you are putting the child in an uncomfortable situation, the only way you learn is to try and these situations will come up in their lifetime. In the case of players younger than high school age, the parent may request a meeting. The discussion shall take place at a location that provides privacy and confidentiality and that is agreeable to all parties. At no time shall this meeting take place at practice or during a tournament. If the situation is ongoing, it is important that both coach and player follow-up with informal conversations moving forward to ensure they are still on the same page.
2. If an issue remains unresolved following the initial meeting, the parent(s) of a player must request a meeting between the coach(es), the player, and the parent(s) to discuss the issue(s). The discussion shall take place at a location that provides privacy and confidentiality and that is agreeable to all parties. At no time shall this meeting take place at practice or during a tournament.
3. If the issue, again, remains unresolved, the player's parent(s) and the player may request a meeting between the TVC Director or Assistant Director, the coach(es) and themselves to discuss the unresolved issue(s). The discussion shall take place at a location that provides privacy and confidentiality and that is agreeable to all parties. At no time shall this meeting take place at practice or during a tournament.
4. If the issue, again, remains unresolved, the player's parents may request a meeting between the TVC Board of Trustees, the coach(es) and themselves to discuss the issue(s). The discussion shall take place at a location that provides privacy and confidentiality and that is agreeable to all parties. At no time shall this meeting take place at practice or during a tournament.
5. The decision of the board is final and not subject to review.

At no time should a parent approach a coach at either practice, tournament or play date seeking to discuss a problem. If a parent should violate this rule at practice, parents will not be allowed back in the practice facility for 30 days. If it is violated a second time, the parents will not be permitted in the practice facility for the remainder of the season. If a parent violates the rule at a tournament, they will be asked not to attend the next tournament or the remainder of the season depending on the severity of the situation. Further, we at TVC wish to resolve all concerns in a manner that provides privacy and confidentiality of all involved and, as such, we ask that any concerns or issues be communicated as outlined above, without involving others, including players, parents or coaches, who have not initiated the grievance procedure. Failure to abide by the procedures identified herein may result in sanctions by the coach or TVC including, but not limited to, affecting one's playing time at a match or expulsion from the Club.

