



ERAAVB Club policies

Every player is guaranteed to play in at least one set per match, if they are meeting all normal expectations. Meaning, if they are being a good teammate and do not have any behavioral or attendance issues, they play. If a Coach is not going to play a player that would normally be in, there must be a discussion and an explanation beforehand with the player, and a follow-up with a plan with the player to correct.

24-hour policy for issue resolution

24-hour rule: Parents are not allowed to contact the coach within 24 hours after an event with a complaint or issue.

After the 24-hour rule, follow these communication guidelines:

- **11s and 12s:** If possible, the player should talk to their coach. Understanding 11-12 year olds may still be working on their communication skills... parent communication to coach is OK, but include the player as much as possible.
- **13s and 14s:** Preferably, the player should address the concern with the coach directly. If the player is uncomfortable starting a conversation, it is OK for the parent to contact the coach indicating the player wishes to talk. The coach can then talk to the player at an appropriate time. If the issue is not resolved, the parents can be brought in. Parents, player, and coach would then discuss.
If the issue still isn't resolved the director would be brought in. Director, parents, player, and coach would then discuss.

Path of escalation (steps):

1. Player talks to coach
2. Player and Parent talk to coach
3. Player and Parent and coach talk to VB Director
 - Note: There won't be a parent/coach meeting *without* the player present.

We want the player involved in all discussions so they understand what parts of their behavior, effort, skill, etc. can positively impact their successful resolution of a concern.