



NC Elite Volleyball Club Dispute Resolution Process

Goal

To provide a positive experience for all members of NC Elite Volleyball Club.

Concerns

The NC Elite Volleyball Board realizes that issues may arise within the organization that require attention. The nature of competitive team sports may create situations where players or parents/guardians may not agree.

Solution

The NC Elite Volleyball Club Board of Directors has designed a Dispute Resolution Policy to provide a process by which individual can present issues for review and resolution.

Any dispute should be presented on an individual basis; group grievances will not be accepted. It is the intent of the NC Elite Volleyball Club Board of Directors to keep these matters as confidential as deemed feasible, involving only the player directly involved in the grievance.

NC Elite Volleyball Club encourages each athlete to take responsibility for her/his participation in the program. NC Elite expects the player to talk to the coach first when she/he doesn't understand the coaches' expectations for their role within the team.

When a parent feels the need to communicate with or ask for clarification regarding their athlete following the athlete's discussion with the coach, a discussion date and time should be set up at a time feasible for both parties. The athlete must be present at this meeting.

What to do if you have a conflict

1. The player should speak to or meet with the coach to discuss the matter. If the matter remains unresolved then,
2. The player, along with a parent, should setup a time to meet with the coach. If the matter remains unresolved then,
3. The parent should request a Resolution Form from the coach, complete the resolution form and email/mail the form to admin@ncelitevb.org. Members of the Leadership Team and Board of Directors will address the conflict within 3 business days of receipt and contact the parent with the outcome.

Discussions/Meetings should be considered confidential, and not held in front of other parents, players, or coaches.

Other Policies Regarding disputes/conflicts

NC Elite Volleyball Club will not tolerate any personal attacks, hostile confrontations, physical acts, acts of collusion or similar inappropriate behaviors between any of its members. This includes players, parents, coaches, or board members. Violation of this policy could result in suspension from practices and/or matches. Recurring violations may result in the athlete being dismissed from NC Elite Volleyball Club without a refund.

Please remember that the NC Elite Volleyball Club Board of Directors is composed of volunteers, and decisions will be made based on what the NC Elite Volleyball Club Board of Directors believes is in the best interest of all players in our program collectively. All decisions of the NC Elite Volleyball Club Board of Directors will be final.



NC Elite Volleyball Club Resolution Form

Player Name: _____ **Date:** _____

Team: _____ **Coach:** _____

Conflict (Please explain in detail, giving dates and listing the names of those involved):

Attempts made to resolve conflict:

Desired outcome:

_____ **Player Signature**
_____ **Guardian Signature** _____ **Relationship to player**

Email form to: admin@ncelitevb.org

Recommendations of the Executive Committee:

_____ **NC Elite Volleyball Club President Signature** _____ **Date**