



### **Conflict Resolution Procedure**

The following guidelines have been established to protect the players, coaches and parents/guardians from uncomfortable and inappropriate situations when it comes to the professional discussion and handling of grievances. The coaches within Revolution Volleyball Academy have been instructed to adhere to these guidelines to better maintain the club/player/parent/guardian relationship.

The procedure to discuss concerns about policies and actions are as follows:

1. The athlete should speak with the coach with any concerns first.
2. If the athlete feels the concerns were not dealt with, the parent can address them with the coach. Coaches will only meet with parents when the athlete is present, and not at a tournament.
  - a. Parents are asked to respect a 48-hour rule (after the completion of an RVA event) and not to approach the coaches with concerns the day of or after a tournament. Arrange to meet with your coach at a convenient time for all parties, including before or after practice.
  - b. If a parent approaches a coach during a tournament, we have instructed our coaches to refuse to discuss the situation, to refer to the 48 hour policy, and walk away.
  - c. We also instruct our coaches not to get involved in a texting conversation.
3. If the matter still remains unresolved, the parent can request a meeting with the club director, along with the coach and the athlete. THE PLAYER MUST BE PRESENT AT THE MEETING.

It is important that athletes and parents alike understand that conversation with a coach is allowed and encouraged at any time throughout the season as long as it is civil and polite. However, when problems arise, we will all need to be rational and calm before discussion occurs.

### **Reporting Inappropriate Behavior of Club Staff**

Revolution Volleyball Academy vigilantly maintains a policy that places the safety of the young athletes entrusted to our care and instruction as our highest priority. We watch team activities and interactions closely to try to prevent miscommunications that cause discomfort to any of the athletes or parents. If you see behavior of a Revolution Volleyball Academy employee that you believe to be inappropriate, report it immediately to the club director. All complaints will be investigated. Any employee found to be in violation of policy would be subject to discipline, which may include dismissal. There will be no retaliation against any complainants and/or witnesses who participate in an investigation. If you have any questions regarding the Revolution Volleyball Academy policies or procedures, please do not hesitate to contact a club director.

## **Club Communication Policy & Guidelines**

Parenting and coaching are important and complimentary vocations and by working together we are able to better provide benefits to the player. Since he/she is beginning to move into the adult world, one of our goals is to make them responsible for their own actions.

- Advanced notification of any schedule conflicts. Preferably an email or phone call.
- Specific concern in regard to a coach's philosophy and/or expectation.

Since our goal as a program is to move each athlete forward in their development as a player and a person, it is our request that you encourage your child to discuss any of the issues first with their coach. If your child is unclear of the resolution, please feel free to contact the coach with your child present.

- The treatment of your child – both mentally and physically
- Ways to help your child improve
- Concerns about your child's behavior

Our coaches are professionals who make tough decisions based on what they believe to be the best for the team and athletes involved. Certain things can and should be discussed with coaches. Other things, such as those in the following section, must be left to the discretion of the coach and will not be discussed, either in person or via phone or email:

- Team Strategy
- Play Calling
- Other Athletes or Coaches
- Playing Time (unless framed such as "what can my child do to earn more playing time?")

Situations may arise that may require a conference between the coach and a parent. These are to be encouraged, and it's important that both parents/guardians of the athlete have a clear understanding of the other's perspective. Please see above for the Revolution Volleyball Academy Conflict Resolution procedure.

## **Chain of Command**

If an incident occurs at an RVA event we ask that it get reported to us immediately. Depending on the situation we have a chain of command to assist with reporting of the incident.

- If this situation involves playing time or coaching decisions, please wait 48 hrs after the completion of the event to discuss with the coach. We ask that the first contact in this situation be approached by the player to the coach. If the player/coach discussion is unresolved, we ask that the parent reach out to the coach. If either of those two attempts are unresolved, please approach a club director.
- If the situation involves the behavior or actions of a RVA coach or staff member please contact a club director immediately.
- If the situation involves the behavior or actions of a team member that is not an RVA coach please notify the RVA coach and Club Director immediately.
- If the situation occurs outside of a RVA event please contact the appropriate authorities first and then contact the RVA coach and Club Director