

# I Am Volleyball Conflict Resolution Policy

The following guidelines have been established to protect the players, coaches and parents from awkward and inappropriate situations when it comes to the professional discussion and handling of grievances. The coaches within I AM Volleyball - Volleyball Club have been instructed to adhere to these guidelines to better maintain the club/player/parent relationship.

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

1. The athlete should speak with the coach regarding the matter
2. If the matter remains unresolved and there is a legitimate concern, the parent AND athlete should request to meet with the coach. Coaches will ONLY meet with parents when the athlete is present, and not at a tournament.
  - a. Please do not confront a coach before, during or after an event. 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 respectfully refuse to discuss the situation, to refer the parent to a club director, and/or walk away.
  - c. We also instruct our coaches not to get involved in a texting or emailing conversation.
3. If the matter still remains unresolved, the parent can request a meeting with the club director, along with the coach and the player. **THE PLAYER MUST BE PRESENT AT THE MEETING.**

It is important that players 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.

Also please note that I AM Volleyball will not acknowledge or act upon any negative emails. While convenient for conveying details, email can also leave room for interpretation of feelings and misunderstandings. To initiate the grievance process, please contact the coach by phone or schedule an in-person meeting.