



## GRIEVANCE POLICY & PROCEDURES

### **GRIEVANCE POLICY**

Knowing when to communicate and how to communicate with your athlete's coach is a concern for almost every parent at some time during the season. Benoit Beach Volleyball has always tried to encourage the athlete to talk to the coach when he/she has a problem, or concern, regarding their training. If the athlete is unsure or unclear about what the coach expects from him/her, either in practice or in competition, the appropriate action is for the athlete to communicate with the coach as to what can be done to meet the athlete's expectations as well as that of the coach.

When parents have a problem or concern that is specific to their own athlete, we also encourage them to speak to the coach directly. Coaching decisions include, among other things, specific match and training decisions and may include the coach's opinion, the athlete's ability, the athlete's potential, individual and team needs, the team or individual's needs for the future, and the club's philosophy. Although the coach will not be required to defend his/her thought process or conclusions in these determinations, coaches will make every effort to address parent concerns in a manner to which they determine either written or verbal.

### **POLICY ORDER:**

1. The athlete should first speak to the coach about the matter. If the matter remains unresolved, or the athlete has a reasonable concern that speaking to the coach will not resolve, then move on to step 2.
2. The parents should speak or meet with the coach. Parents and/or athlete should contact the coach via the telephone to set up a meeting time prior to or following a training event. A parent should never approach a coach during training. If the matter remains unresolved or if the parent has a reasonable concern that speaking with the coach will not resolve, then go to step 3.
3. The parent may speak to the Director(s) and request a meeting with the coach and Director(s) together.

In certain situations, BBVBC may request the athlete to also attend. Meetings should be previously arranged.

4. All issues or disputes, regardless of the nature or source, must follow the previously detailed club "Policy Order" as stated in numerals 1-3 above.

### **OTHER POLICIES REGARDING GRIEVANCES WITH BENOIT BEACH VOLLEYBALL CLUB:**

1. BBVBC will not tolerate hostile, aggressive confrontations between a parent and any official, coach, athlete, or another parent, whether the confrontation is within the club or not.
2. It is inappropriate for an athlete or parent to approach other BBVBC members about a problem the athlete or parent is having with a coach. Asking uninvolved persons to take sides in an issue is unfair to the third party and to the club. For the psychological health of the teams and the club as a whole, grievances should be handled between the parties involved and the decision makers in the situation.

Remember...Competitive team athletics, by nature alone, create situations where everyone may not be happy all of the time.

3. Any member who is approached and asked to listen to or to express an opinion about matters between two other parties in the club is strongly encouraged to refer the complaining party to take the matter up with either the coach or the directors.

4. Any member who, as a third party, hears remarks or stories about BBVBC, its' employees or its' policies, that cause the member to be concerned, is encouraged to call the Director(s) immediately to determine the facts, or to alert the club administration to a situation of which it may be unaware.

By the time the story gets to a third or fourth party, it frequently bears little resemblance to the truth or to the facts of the situation and loses credibility. It may also prove detrimental to the athlete and/or the team to complain to the athlete about the coach, the coach's style, or BBVBC policies.

If you, as a parent, are unhappy or concerned about any matter, address the party in control. Likewise, if the athlete is unhappy in any way, he/she needs to address the appropriate party.