

Grievance Policy

The purpose of this policy is to provide a positive and productive forum for parents/guardians to express a grievance without inhibiting a coach from fulfilling his/her coaching responsibilities. Parents /guardians wishing to meet with a coach to discuss a grievance must observe the following guidelines.

- 1) Parents/guardians will not approach coaches directly after a game or practice where they perceive a problem has developed. To prevent escalating a situation and creating poor lines of communication, we request a cooling off period of 24 hours.
- 2) After observing this cooling off period and it is still felt that there is a concern needing to be addressed, parents/guardians are to contact the team manager.
- 3) These individuals will then bring the concern to the attention of the coach and his/her staff for immediate discussion.
- 4) There shall be an expectation that the coach then call the concerned party and discuss the problem and possible outcomes with the parent/guardian.
- 5) If after having followed this process and a satisfactory conclusion are unforeseeable then the coaching coordinator will be contacted and he will bring the matter forward to the executive.
- 6) The matter shall then be looked at again, interviews will be conducted with all parties concerned, and a mediation process shall be facilitated in an attempt to resolve the problem.

This policy has been developed to create healthy communication. Thus the order of communication will be to contact your team manager only. They in turn will attempt to resolve the situation, and if failing to do so will refer the matter on to the executive for further input.

Parents failing to follow the 24 hour cooling off period or failing to follow the protocols established to resolve the problem will be asked to appear before the disciplinary committee.