

Raleigh Volleyball Club Grievance Procedure

Competitive team athletics, by its very nature, creates situations where everyone may not be happy all the time. 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. Most often the concern is how to inquire about issues surrounding playing time.

The RVC encourages the athlete to take responsibility for their participation. For this reason we expect the player to talk to the coach first when she has a problem concerning her playing time, or if she is unclear about what the coach expects from her either in practice or in a competition. The appropriate way to do this is for the athlete to ask the coach what she needs to do to get more opportunities to play in matches. Most of the time, the player knows why they may not be playing as much as a teammate when the parent may not. Parents can best help their athlete by helping her set some goals to achieve more opportunities.

When a parent has a problem that is specific to their own athlete, we also expect them to first talk to their athlete's coach. Coaches have been instructed not to discuss "coaching decisions" with a parent. These "coaching decisions" include, but are not limited to, specific match decisions such as who played when, where, and how long. Also, who was subbed out and when, etcetera. The coach will not be required to defend his/her thought process or conclusions in the determination of playing time, and it is improper for a parent to request that.

Specifically, the procedures to follow if you as a parent, or your athlete as a member of an RVC team, have concerns about our policies or a coach's actions are, in this order:

1. The player should speak or meet with the coach to discuss the matter. If the matter remains unresolved then,
2. The parent should speak to or meet with the coach. If the matter remains unresolved then,
3. The parent should speak to or meet with the Club Director at the convenience of both parties. The decision of the club director is final and is not subject to appeal.
4. If a parent approaches a coach during a tournament, we have instructed the coach to refuse to discuss any controversial matter, to refer the parent to the Club Director and to walk away from the situation. The recommended time for a parent and/or athlete to talk to a coach about a problem is a previously arranged meeting time either before or immediately after a scheduled practice. If the matter remains unresolved then,
5. The parent may speak to the Coach and the Club Director. In certain situations, The RVC may ask the athlete to attend the meeting also. Meetings should be previously arranged. Meetings will not be scheduled during a tournament. The Coach or the Club Director will not engage in discussions about "coaching decisions."

Other Policies Regarding Grievances

1. The RVC will not tolerate hostile, aggressive confrontations between a parent and any official, or a parent and any coach, or a parent and any athlete, or a parent and any other parent, whether the coach, athlete or other parent is a member of the RVC or not. Violation of this policy will result in the

athlete being suspended for one tournament with any following violations resulting in expulsion from the RVC without refund.

2. It is inappropriate for an athlete or a parent to approach other RVC members about a problem the athlete or parent is having with an RVC coach, about objections to coaching decisions, or about disagreement with an administrative decision. Asking uninvolved people 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 need to be handled between the parties involved and in the proper manner.

3. If a player or parent is approached and asked to listen to, or express an opinion about matters between two other parties in the Club, they are strongly encouraged to refer the complaining party to take the matter up with either the coach in question or the Club Director.

4. Please refrain from negative comments around your daughter and the other athletes. Young players are vulnerable and if they hear complaining about the coach, the coach's style or RVC policies, this can have an adverse effect on their performance and/or attitude. If you, as a parent, are unhappy about something, you should follow the grievance procedure of this guide to resolve the matter.