



PLAYEROS VOLLEYBALL CLUB GRIEVANCE POLICY

Playeros Volleyball Club strives to have positive relationships between all players, coaches, parents and fellow competitors. We fully appreciate the passions involved in “competitive sport” yet we also recognize the need to balance our decisions, attitudes and opinions in order to show personal responsibility between all parties. This document desires to highlight a process to express our hearts and minds in responsible ways, both positive and negative ...and we believe there are proper ways to best accomplish this!

Please remember: The emotions of the moment are typically not appropriate to clearly discuss objections and criticisms. A “cooling off” period can be prudent, yet there should be a balance to find timely resolve. We highly value constructive, timely dialog that is “calmly discussed at rational times”. We require that any discussions take place at least **24 hours** after any incident. **ABSOLUTELY NO DISCUSSIONS SHOULD TAKE PLACE DURING TOURNAMENTS OR PRACTICE!**

Should a member be in disagreement with any aspect of the Club, the following procedures are requested to be followed

Coaching Issues:

We request that the first step be for the player to schedule a meeting to calmly and respectfully discuss the issue with their coach. If an amicable solution or understanding can be reached between the coach and player, then the matter will be considered Resolved.

Regarding Playing Time:

If player and coach are unable to resolve the issue, the player’s parent(s) may schedule a meeting face to face with the coach to calmly and respectfully discuss the issue. At no time should the coach be approached to discuss issues before or during matches or practices unless prior arrangements have been made. Coaches and the Board would appreciate phone calls, text messages or e-mail would not be used as the primary means to air grievances.



Club Issues:

When a grievance concerns the Club, beyond the concern of one specific team, or an issue outside of the purview of the coach, the Club requests that the parents make an appointment with the Playeros Volleyball Club Director where we can calmly and respectfully discuss the issue and give it its proper due. We strongly desire resolution and our goal is to work through matters promptly and to the proper end on both sides.

Our Club

Remember that if you are in any way associated with Playeros Volleyball Club, you are then an "**ambassador**" of something much bigger than just yourself. Please consider that your actions reflect on all of us at Playeros Volleyball Club, so we ask that all parents, players, family members and friends of Playeros Volleyball Club act responsibly and actively seek to leave a **positive impression** with every person we come in contact with. Be it in our words or in our actions, we ask that we all strive to leave behind a favorable reputation, not just on the court but in all our dealings! Remember that the impressions we leave will be our legacy to live on.