

Club V Communication Policy & Procedures

Competitive team athletics, by its very nature, creates an environment where athletes, parents and/or coaches may not be in agreement with all decisions made. Knowing when and how to communicate with the coach or Club Directors 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.

At Club V, the communication process that athletes and parents must follow is based on many years of experience in this area.

Athletes are first encouraged to communicate with their coaches. We expect players to be able to approach their coach directly. If the athlete is a young player, it is permissible for a parent to email the coach to inform them that their player has a concern and to please meet with their player. Athletes are expected to discuss issues concerning playing time or any other volleyball related subject with their coaches first before escalation is needed. Parents are not to email Club Directors about concerns about a coach unless you have not heard from the coach within 48hrs of your communication request. If you ever believe physical or emotional damage is being done to your player, please contact your Program Director right away.

Coaches are instructed not to discuss "coaching decisions" with parents/grandparents or family members. These "coaching decisions" include but are not limited to playing time, substitution patterns, team line-up decisions, etc. Coaches are not required to defend his/her thought process or conclusions at any time during the season except to the player. Coaches are not accountable to parents/grandparents or family members for coaching decisions, they are accountable to the club directors.

Coaches are instructed not to engage in controversial discussions (playtime, rotation line ups, etc...) with parents or others during tournaments. If a coach is approached during a tournament, he/she has been instructed to: refuse to discuss any controversial matter; to refer the parent to the communication process and to walk away from the situation.

Parents and Athletes are asked to adhere to the following communication process:

1. The athlete meets with the coach to discuss the matter. If the matter is not resolved or the athlete has a reasonable concern after speaking to the coach,

then...

2. The parent and player meets with the coach to discuss the matter. If the matter is not resolved or the parent has reasonable concern after speaking to the coach, then...

3. The parent meets with a Program Director. In certain situations, the Program Director may ask either the parent, coach or athlete (or all of them) to attend the meeting. If the matter is not resolved after speaking with the Program Director, then...

4. The parent meets with the Club Director, Program Director, Coach, athlete, and parent.

5. All decisions and recommendations by Club V and the Program/Club Directors are final and are based around coaches and athletes feedback and decisions.

It is recommended for a parent and/or athlete to contact their coach to schedule a meeting before or after practice to begin the communication process.

It is inappropriate for an athlete or a parent to approach other Club V members about a problem the athlete or a parent is having with their coach, about objections over coaching, or administrative decisions. It is also inappropriate for players or parents to send derogatory email or text to any Club V coach or the club directors to complain or question coaching decisions made. Those emails/texts etc will not be addressed. If a parent finds themselves unable to handle these situations without the proper protocol on a continued basis, Club V reserves the right to dismiss the player from the club.

Your player is to go to the coach directly for problems she may have. If they are unable to do that then a parent may contact the coach to let them know that the player would like to talk with the coach and the coach will initiate the meeting. For the psychological health of the teams and the Club as a whole, communications must be handled via the communication process as outlined above.

Club V strongly promotes fairness and believes in open communication. All issues and concerns are addressed with the athlete's well-being in mind.

If a situation would ever arise where you believe your child is suffering emotional or physical harm from other team members or coaching staff,

then report it immediately to the Program Directors as this is the only time the communication process can be bypassed.

Communication Policy: Borrowing Player from Other Teams for Local Tournaments & Out of State Tournaments

If a team is lacking players for a tournament for whatever reason (injury, sickness, etc.), then it is permissible to coordinate with other coaches in regard to adding players for their roster from other teams within their age group to borrow for a particular tournament weekend as outlined below:

- 1) Head Coaches will talk to each other about possible players that fit the needs of the team and which guest athlete is a good fit to borrow for local and/or out of state tournaments*.
- 2) If both coaches are in agreement, they will contact their assigned Program Director to make sure they all agree that the opportunity will benefit the player and team. Program director may recommend other athletes as well to discuss with the Head Coach that needs to borrow a player.
- 3) If both coaches and Program Director are in agreement, the Head Coach of the desired player's current team will talk with the player about the opportunity and then immediately reach out to the player's parents to coordinate communication with the new team coach.

*For JNQ's both coaches and directors need to be aware that rosters become locked when a team wins a bid to Nationals.