

SMASH VOLLEYBALL CONFLICT AND RESOLUTION PROCESS

DISPUTES AND CONFLICT:

At Smash Volleyball we recognize that we are all human and that we make mistakes. When we fall down, as we sometimes do, we endeavor to make the changes needed to get back up. We also recognize that not all decisions made by coaches can satisfy all players. Players and parents need to recognize that some decisions are made in the best interest of the team as a whole. In general, our goal is that coaches communicate philosophy and practical guidelines to athletes. Coaches are encouraged to update athletes with feedback during the season.

STEPS TO DEAL WITH A CONCERN:

1. Encourage your child to talk directly to the coach if she has a problem or concern. Although sometimes a daunting task for a player, we believe the ability to resolve these situations is a useful life skill.
2. If there continues to be a concern the parent should contact Darrin Moreira at 604-818-0547 or email darrin@smashvball.com.
3. If there is no resolution both coach and athlete/parent will be asked to document in writing the issue and send to Darrin Moreira by email. After discussion with the coaching staff, changes will possibly be made by either party in order to reach a resolution.