



CONFLICT RESOLUTION POLICY

Communication is the best way to reduce conflicts within any club. The best way to communicate with your child's coach is to meet with them after practice. Coaches usually have time after practice to answer questions or provide information. Emailing a coach is also a good way to open communication.

Please keep in mind that the coaches have the best interests of your child at heart. Also, keep in mind that the coach must balance your perspective of what is best for your child with the needs of the team or a practice group.

The following procedures regarding problems, questions, or complaints should be followed by Aquahawk families.

- If a parent has a concern about their swimmer, they should speak with the coach outside of practice time.
- If there is a conflict between a parent and the coach, the parent should air their concern with the Head Coach
- If still dissatisfied, the parent should air their concern with the Vice President – Liaison who will make every effort to resolve the situation. At his/her discretion, the VP–Liaison may suggest bringing the situation to the attention of the Board of Directors.
- Any member can ask the President of the club to be placed on the agenda to address the Board of Directors at a regularly scheduled Board meeting, if the issue has not been resolved to the satisfaction of the member.

If another parent uses you as a sounding board for complaints about a coach's performance or policies, encourage the other parent to speak directly to the coach and follow the conflict resolution guidelines listed above.