

# Hurricane Volleyball Club of Weston, Florida

## GRIEVANCE PROCEDURES

**Hurricane 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 paper 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!

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

### A) Coaching Issues

- 1) First step should be for the player to schedule a meeting to *calmly and respectfully* discuss the issue with their Coach. The emotions of the moment are not always appropriate to clearly discuss objections and criticisms. Sometimes a “cooling off” period can be prudent, yet there should be a balance to find timely resolve. We follow a 48 hour window after any tournament before a meeting will be scheduled. Absolutely no coaching discussions will happen at a tournament or during practice. We highly value constructive, timely dialog that is “calmly discussed at rational times”. This procedure will be witnessed by another Coach, Club Director or Team Parent, they are only to be there as a witness and not to be involved in the discussion between player and Coach.
- 2) 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, there is a 48 hour window for any conversations after a tournament, or practices unless prior arrangements have been made. Coaches and the Club Director would appreciate if phone calls, text messages or e-mails would not be used as the primary means to air grievances. This procedure will be required to have another Coach or Club Director to witness the meeting but not be involved in the discussions between player, parent(s) and Coach.
- 3) If the parent(s) and the coach are unable to resolve the issue, the parent(s) may schedule a meeting with the Hurricane Club Director to *calmly and respectfully* discuss the issue. We ask that such issues be discussed by appointment only and not aired publicly. We strongly desire resolution and our goal is to work through matters promptly and to the proper end on both sides. If issues are still unresolved a meeting with the Sports Director at the Weston YMCA and Club Director will be set up.

### B) Club Issues

When a grievance concerns the Club, beyond the concern of one specific team, the Club requests that the member make an appointment with the Hurricane Volleyball Club Director where we can *calmly and respectfully* discuss the issue and give it its proper due.

## **Our Hurricane Volleyball Legacy**

Remember that if you are in any way associated with **Hurricane Volleyball**, you are then an “ambassador” of something much bigger than just yourself. Please consider that your actions reflect on of all of us at **Hurricane Volleyball**, so we ask that we 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.

*We hope you find your Volleyball experience with us  
purposeful, personable and pleasurable!*