



## **CCVC Grievance Process**

***There are two aspects of this CCVC Grievance Process. The first is when a player or parent has an issue or concern with the CCVC coach or team. The second is when the CCVC coach has an issue with a parent or player.***

***PLAYER OR PARENT -If a player or parent has a concern or issue with a coach, the following procedure will be followed:***

- 1. STEP 1** -The **player** should discuss the concern / issue with **their coach** and work to a mutually agreeable solution. None of the coaches should be considered unapproachable. CCVC strives to ensure all coaches are willing to listen to a player's concern. Until the coach is made aware of the concern / issue, nothing can be done to alleviate it. To benefit the player it is preferred to avoid waiting until the end of the season to voice any concern.
- 2. STEP 2** -If the concern / issue is not resolved to the player's satisfaction, the player and her parents may make an appointment to privately speak with the coach.
- 3. STEP 3** -If a solution is still not reached, a player or parent can contact the coaches Rep. to set up a meeting with the player, parents, coach.
- 4. STEP 4** -If a solution is still not reached, a player or parent can contact the Club President to set up a meeting with the player, parents, coach.
- 5. STEP 5** -Agree to disagree. If a solution is still not reached, a player or parent can elect to resign as a member of CCVC.

***COACH -If a coach has a concern or issue with a parent or player, the following procedure will be followed:***

- 1. STEP 1** -The coach will **verbally express** their concern / issue with parent or player. A review of the Parent and Player CCVC Commandments will be suggested.
- 2. STEP 2** -If the concern / issue recurs, the Coach will issue the parent or player a **"yellow"** card. The **"yellow"** card is a **final warning** to the parent or player that continued behavior is the "last straw" prior to ejection from the practice or tournament.
- 3. STEP 3** -If the parent or player behavior continues to be inconsistent with the Parent and Player CCVC Commandments, the Coach will issue the parent or player a **"red"** card. The **"red"** card is an official **ejection** from the practice or tournament. There is no appeal process.

***The Parent and Player CCVC Commandments are the guiding principles for determining what is or is not inappropriate behavior for the "yellow" and "red" card situations.***