Complaint, Dispute Resolution, Issue Resolution Procedure

Island Drive Volleyball Club is committed to ensuring that all players and representatives have the opportunity to participate in a safe and welcoming environment that is encouraging and promotes their overall development.

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 or the Club. Our coaches are encouraged to update athletes with feedback during the season. These can be done verbally and/or in writing. If any athlete or parent has individual or team concerns, they must discuss directly with the head coach so that they have an opportunity to defend, justify or answer these concerns. This includes but is not limited to playing time issues, coach philosophy, division of teams, skill level of team, practice structure, feedback, instruction, etc.

Steps to deal with a concern:

1. Encourage your child to talk directly to the coach if she has a problem or concern.
2. If the concern is not resolved there, the parent may initiate a conversation with the coach. It is recommended that the discussion take place face to face.
3. If there is not a resolution, both coach and athlete/parent will be asked to communicate the issue with a member of Island Drive Volleyball Club. After discussion with the coaching staff, one meeting will be set up with a member of Island Drive Volleyball Club, the athlete and the parent.
4. Any decision made at this meeting as well as any action required will then be final.
5. If there is still not a resolution, parties involved will be asked to provide a written document with the Complaint Form to islanddrivevc@gmail.com