

ROCK SOLID - Parent–Coach Communication Policy

Purpose

Our goal is to create a positive, respectful environment for athletes, coaches, and families. To achieve this, we have established clear guidelines for communication between parents and coaches.

1. Respectful Communication for General Interactions

General interactions may include topics such as:

- Practice times and attire
- Extra practice opportunities
- Reporting absences or injuries
- Team bonding
- Private lessons
- Account balances (with front office staff)

Guidelines:

- All communication with coaches and staff must remain professional and respectful.
- Please use **Band** or **email** for all inquiries during **business hours** only.
- Staff will no longer be available for communication outside normal business hours- Mon-Thurs 4pm-9pm nor will they respond to gym related texts of any kind on their person cell phone.

2. Chain of Communication for Sensitive Issues or Concerns

Sensitive topics include, but are not limited to:

- Athlete is no longer flying or in a specialty position
- Changes in team roles (e.g., center, last pass, elite stunts)
- Athlete quitting.
- Issues with other athletes.

Steps to Follow:

- **Step 1:** Email the owner - **Carol** at rsallstars@gmail.com with your concern.
- **Step 2:** The Owner will gather information and schedule a meeting with the coach, if necessary.

Important:

Parents should **not** approach coaches **before, during, or immediately after practices or competitions** regarding sensitive issues.

This policy helps ensure respectful, productive conversations and protects coaches from potentially aggressive confrontations. We understand that not all decisions will be agreed upon, and this structured process ensures concerns are handled fairly.

3. Timing of Discussions

- Use **email or Band** during business hours to initiate any discussion, following the appropriate communication path above.
- Please wait at least **24-48 hours** before initiating conversations related to sensitive or emotional topics.
- "Heat-of-the-moment" discussions are discouraged to promote thoughtful problem-solving.

4. Safe and Supportive Environment

- Disrespectful or aggressive behavior toward any staff member will not be tolerated.
- Consequences may include restricted communication or dismissal from the program.

5. Our Commitment

- We commit to addressing all concerns **promptly, fairly, and respectfully** with all parties involved.
- We value open, honest communication and strive to ensure all parties feel **heard and supported**.

By adhering to these guidelines, we can foster a respectful, professional, and supportive environment that benefits everyone—most importantly, our athletes. **Thank you** for helping us maintain a positive culture at RS All Stars.