Elevate Volleyball Club - Dispute Resolution Policy

"Organization" refers to: Elevate Volleyball Club

Philosophy

Elevate Volleyball Club believes that most concerns and disagreements are small in nature and can be resolved through open, respectful communication when addressed early. We are committed to maintaining positive relationships between athletes, coaches, parents, and club leadership through proactive problem-solving and our core values of Impactful Connections, Intentional Commitment, and Involve, Evolve.

Definitions

The following terms have these meanings in this Policy:

1. Alternative Dispute Resolution – A method of resolving disputes (such as by mediation, negotiated settlement, or other agreement between the parties) that does not involve a formal process (e.g., a decision-making panel is not required)
2. Individuals – Refers to all athletes, coaches, parents/guardians, volunteers, administrators, committee members, directors, officers, and any other persons engaged in activities with Elevate Volleyball Club
3. 24-Hour Rule – A mandatory waiting period before contacting coaches about concerns, allowing time for emotions to settle and thoughtful consideration of the issue

Communication Guidelines and Expectations

Primary Relationships

- The athlete-coach relationship is the primary relationship for all training, performance, and team-related matters
- Athletes are expected to communicate directly with their coaches as the first step in addressing any concerns
- Parents should support and encourage their children to develop these direct communication skills

Parent Boundaries

- Parents must never directly inquire of coaches regarding their child's playing time
- All playing time discussions must involve the athlete as the primary communicator
- Parents should support their children in developing independence and direct communication with coaches

24-Hour Rule

- Before contacting coaches about any concern, parents and athletes must observe a 24-hour waiting period
- This allows time for reflection and ensures communication is thoughtful rather than reactive
- Emergency situations involving safety or immediate welfare are exempt from this rule

Athlete Involvement

- Athletes must be part of any conversation regarding their team experience, performance, or concerns
- Parents should not have conversations about their child without the athlete present (unless the athlete is unable to participate due to age or other circumstances)
- This policy supports athlete development and personal accountability

Resolution Process

Step 1: Direct Communication (Encouraged First Step)

Most issues can be resolved through direct, respectful conversation between the parties involved:

- Athletes should speak directly with their coach about concerns
- Parents may support their child in preparing for these conversations
- Remember our core value of Impactful Connections in all communications

Step 2: Informal Resolution with Support

If direct communication does not resolve the concern:

- Parents may request to facilitate a conversation between their child and coach
- All parties should approach discussions with openness and a commitment to finding solutions
- The 24-hour rule applies before escalating to this step

Step 3: Club Board Intervention

If concerns cannot be resolved through direct communication:

- Contact the Elevate Volleyball Club Board at: elevate.volleyball.board@gmail.com
- Provide a clear, factual summary of the concern and previous resolution attempts

- The Board will determine the appropriate next steps, which may include alternative dispute resolution

Alternative Dispute Resolution

Application

- This process applies to all Individuals associated with Elevate Volleyball Club
- Alternative Dispute Resolution may be pursued when all parties agree it would be mutually beneficial
- The Club encourages negotiated settlements as the preferred resolution method

Mediation Process

1. If all parties agree to Alternative Dispute Resolution, a mediator acceptable to all parties will be appointed
2. The mediator will be a non-conflicted individual with no regular involvement with the parties
3. The mediator will decide the format and specify deadlines for reaching a resolution
4. Any negotiated decision must be reported to and approved by the Club Board

Binding Decisions

- Negotiated decisions through this process are final and binding on all parties
- These decisions may not be appealed through other club processes

Failure to Follow Policy

Individuals who consistently fail to follow this dispute resolution process, including:

- Bypassing direct communication requirements
- Violating the 24-hour rule
- Inappropriate contact regarding playing time
- Excluding athletes from relevant conversations

May face consequences consistent with club policies, including potential removal from club activities.

Contact Information

For all dispute resolution matters requiring Board intervention: Email: elevate.volleyball.board@gmail.com

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This policy supports our commitment to developing not only skilled athletes, but also individuals who can communicate effectively, resolve conflicts maturely, and maintain positive relationships in all areas of life.