

Parent Grievance Procedure

The procedure allows for parents to present their concerns to the Head Coach in structured format.

The Parent Liaison's role is to present the parents concerns to the Head Coach and schedule a meeting between the Head Coach (and members of the staff if warranted) and the parents after 24 hours of the incident occurring. This allows both parties to cool down, so that the problem can be dealt with rationally

Important notes regarding the Parent Liaison:

- Parent Liaison only brings grievances to the Head Coach if the Parent wants a meeting.
- Grievances must be about **your** child. Grievances about or between parents, or made on behalf of *another* child will not be acted upon. All grievances must be reported within 7 days of the incident.
- Anonymous grievances will not be acted upon.
- Grievances are to be in writing. The form will be provided to you by the Parent Liaison or Team Manager and submitted to the Parent Liaison.
- Parent Liaison arranges the meeting and takes notes during the meeting. The manager will also be present at the meeting to ensure all proper problem solving protocol is followed. The Liaison has the authority to terminate the meeting if no progress is being made or the meeting becomes confrontational.
- The Parent Liaison will also communicate any team strategy changes that the coaching staff is implementing. This will help diffuse any situations in the stands with parents, should they not understand the change in direction of the team

