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MCCALL SKI RACING TEAM ISSUE RESOLUTION PROCESS

Recognizing that issues occasionally arise between athletes, coaches, and parents, the Board of Directors has developed a process to communicate concerns and resolve issues. Concerns need to be communicated with the appropriate person, rather than ignoring it or talking about it with others, which exacerbates the problem. In most cases, appropriate communication can solve perceived problems. If the issue or concern is not resolved in the first step, problems may be elevated to the next level.

ISSUE RESOLUTION BETWEEN ATHLETE AND COACH

1. Athlete speaks with head coach of age group, or head coach speaks with athlete.

This will be the first step for ages J4 and above. Athletes should first bring their concern to their coach. We recognize that this can be difficult for many athletes, but feel it is an important step in the maturation process. For younger athletes parents may need to initiate communication with the coach but then step aside and allow the athlete and coach to interact. Parents are encouraged to allow the younger athletes to do most of the communicating.

2. Parent speaks with head coach of age group, or head coach speaks with parent.

It may be necessary for the parent or coach to allow a "cooling off" period after an incident. Aggressive confrontation is strongly discouraged and rarely solves issues or concerns. Discussions need to occur at an appropriate time and place such as after training and not in front of other athletes or parents. Another option to consider would be on the phone at an acceptable hour.

3. Issues and requests are put in writing for the Program Director.

Letters need to contain a brief description or explanation of the issue or concern. Letters should also contain expectations or possible solutions for the Program Director. Parents and coaches are encouraged to remember that constructive criticism is appropriate; a lengthy diatribe tends to decrease empathy and delay an objective resolution.

4. Appeal to the Board of Directors.

Once all previous steps have been taken, all parents and coaches have the right to put their complaint in writing for the Board of Directors to review. The Board will respond within 30 days.

ISSUE RESOLUTION BETWEEN COACH AND PARENT

Occasionally there are instances where coaches have an issue with an athletes' parent. The following steps may be used as an avenue toward resolution. If a resolution has not been reached after the first step, coaches may elevate their issue to the next level.

1. The coach speaks with the head coach of the athlete's age group.

All coaches are expected to maintain a level of professionalism and keep discussions pertinent to the incident. Discussions need to occur at an appropriate time and place such as after training and not in front of other athletes or parents. Another option to consider would be on the phone at an acceptable hour.

2. The head coach speaks with the parent of the athlete.

All coaches are expected to maintain a level of professionalism and keep discussions pertinent to the incident.

3. The head coach speaks with the Program Director.

The Program Director speaks with the parent. Program Directors are expected to maintain a level of professionalism and keep discussions pertinent to the incident.

4. Appeal to the Board of Directors.

The Program Director may find it necessary to put the issue or concern in writing for the Board of Directors to review. The Board of Directors will respond within 30 days.

ISSUE RESOLUTION BETWEEN COACHES

There may be the occasion when an assistant coach has an issue or concern with another coach, head coach, or Program Director. Under these circumstances it is recommended that the assistant coach first communicate with the head coach. If no resolution can be reached the next step would be to communicate with the Program Director. As a last step coaches may find it necessary to put their issue in writing before the Board of Directors. The Board of Directors will respond within 30 days.