



Conflict Resolution Policy

The following policy has been put in place to protect players, coaches, and parents from uncomfortable and inappropriate situations when it comes to the handling of grievances. It is important that players and parents alike understand that conversations with coaches are allowed and encouraged at any time throughout the season if it is civil and polite. However, when problems arise, all involved must be rational and calm before discussion occurs. Therefore, a 24-hour time period from the time of occurrence is recommended before a meeting is scheduled. The coaches within Azuri Performance have been instructed to adhere to these guidelines to better maintain the club/player/parent relationship.

For concerns about program policies and/or actions, take the following course of action:

1. The athlete should speak directly with the coach to discuss the matter.
 - a. Encourage your child to discuss any issues with their coach first.
2. If concerns have not been adequately addressed and the matter remains unresolved, the parent AND athlete should request an in-person meeting with the coach. Meetings will not be held before, during, or after a tournament or competition.
 - a. An appropriate meeting time must be arranged at a time that is convenient for all parties involved.
 - b. Please do not confront the coach and/or club director during a tournament or competition. This is not an appropriate setting to address concerns; a separate time must be arranged with the coach and/or club director.
 - c. We urge that all serious matters be communicated in person, via email, or via phone call; text messaging is inappropriate in these situations and coaches should refrain from having these conversations via text.
3. If concerns have not been adequately addressed and the matter remains unresolved, the parent AND athlete should request an in-person meeting with the club director, along with the coach. Meetings will not be held before, during, or after a tournament or competition.
 - a. An appropriate meeting time must be arranged at a time that is convenient for all parties involved.
 - b. Please do not confront the coach and/or club director during a tournament or competition. This is not an appropriate setting to address concerns; a separate time must be arranged with the coach and/or club director.
 - c. We urge that all serious matters be communicated in person, via email, or via phone call; text messaging is inappropriate in these situations and coaches should refrain from having these conversations via text.

Please note, our coaches make decisions based on what they believe to be the best for the team and athletes involved. Certain things can and should be discussed with coaches. However, there are other things that must be left to the discretion of the coach and will not be discussed, either in person or via phone or email. These include:

- a. Team Strategy
- b. Other Athletes or Coaches
- c. Play Calling, (unless framed such as "what can my child do to earn more playing time?")



Reporting Inappropriate Behavior of Azuri Performance Staff

Azuri Performance Volleyball Academy, in conjunction with Badger Region Volleyball and USA Volleyball, places the safety of our young athletes as our highest priority. We oversee team activities and interactions closely to try to prevent miscommunications that may cause discomfort to any of the athletes or parents. If you see any behavior of an Azuri Performance employee that you believe to be inappropriate, report it immediately to the club director. All complaints will be investigated. Any employee found to be in violation of policy will be subject to discipline, which may include dismissal. There will be no retaliation against any complainants and/or witnesses who participate in an investigation. If you have any questions regarding the Azuri Performance policies or procedures, please do not hesitate to contact the club director.

