

St. Columbkille Athletic Boosters 4-Step Concern Policy

As in the past, we encourage communication and constructive input from parents and on the occasion we know that issues may arise throughout the season. To ensure that all communications between parents, coaches and the Athletic Boosters Organization are handled in the most professional manner, we are instructing parents to use the following 4-step concern procedure in an attempt to better resolve concerns and issues this season. Specifically, if you as a parent, or your child (athlete) as a member of a CYO team, have concerns about our policies or a coach's action, ***please follow these steps order to get a resolution:***

1. *The athlete will speak or meet with the coach to discuss the matter.* If the matter remains unresolved,
2. *The parent should speak to or meet with the head coach.* Parents should call the head coach on the phone or set a meeting at a time OTHER than games or during practice (e.g., in front of the team). If a coach is approached by a parent during a game we have instructed the coach NOT to discuss any controversial matter, but to refer the parent to the Athletic Director and to walk away from the situation. If the matter remains unresolved, (when applicable, it is advised to wait 24 hours after a game to contact the coach)
3. *The parent should contact the Athletic Director via email at scsathleticdirector@yahoo.com* The Athletic Director will review the concern/issue and contact the appropriate parties, such as the parent, coach, and/or sport commissioner. This contact will be documented by the Athletic Director and the documentation will be maintained throughout the grievance process. If the matter remains unresolved,

Note: Athletic Boosters Officers will not engage in discussions about “coaching decisions” unless it is a topic governed by the CYO, St. Columbkille *Charter, Bylaws, or sport rules*. If the matter remains unresolved,

4. *The parent should file an official grievance, in writing and signed, and send it to the President of the Athletic Boosters Organization of St. Columbkille Parish where it will be reviewed and a final decision will be made.*

Other important things to remember...

- CYO Athletic Directors will refer you back to your local Athletic Boosters Organization if you have not exhausted all of your options at that level.
- It is inappropriate for an athlete or a parent to approach other CYO players/parents about a problem the athlete or parent is having with a coach, a coaching decision, or a disagreement with an administrative decision.
- Please refrain from negative comments around your son/daughter and the other athletes. Young players are vulnerable and hearing complaining about the coach, the coach's style, or the CYO policies, usually has an adverse effect on their performance and attitude.