



Resolution Process- Parental Expectation

As in any family or organization, there will be times when we have concerns. We want to address these concerns efficiently and quickly. In all concerns, communication with the proper person is the key to an effective solution. We have a "resolution process" through which we should follow. The following guidelines will help you:

Please follow these important steps:

1. The athlete and coach meet to resolve the problem. Ninety-nine percent of problems can be resolved in this manner. Athletes should not hesitate to ask to speak one-to-one with their coach. They will find that their difficulties can often be resolved in an atmosphere of mutual respect, trust, and understanding. (If a parent has an issue/concern that a student does not, the parent goes to step 2 and the coach should be contacted.)
2. If, for some reason, Step 1 does not produce satisfactory results, a meeting between the athlete, parent, and coach should be arranged. Email the coach if you would like to meet with him about issues or concerns. Coaches will not meet with parents before, during or after a game.
3. In a case where Step 2 fails, the appropriate administrator will then be contacted. For athletics, that administrator would be the Athletic Director. The head coach will arrange a meeting with the Athletic Director that includes himself/herself, the Athletic Director, athlete, and parent.
4. If indeed, all the above steps have failed, the Principal should then be contacted by the Athletic Director.

The above steps are designed to give you prompt attention and to ensure everyone's time is used efficiently. It would be impossible and unfair to ask administrators to handle all concerns without first trying to resolve the problem with the people most directly involved.