



Junior Broncos Athlete/Parent Conflict Resolution Policy

This document has been produced with the obvious benefits of having serious problems dealt with in a fair and reasonable manner, with open and direct communication being a key element of the process. It enables, for example, timely action to be taken when a problematic issue arises and also enables, when necessary, the Committee of Management (CoM) to arrive at an appropriate determination about what refund (if any) of registration fees should be made in the event that an athlete departs from the Junior Broncos program which has been caused, to some extent, by inappropriate handling of a particular situation.

The need for regular communication between Coaches, athletes and parents/guardians is strongly encouraged to avoid having to reach a stage where the below guidelines are activated.

It's important to know that coaches have the usual tools at their disposal, like benching or not starting a player, to enforce the established standards of behavior for both individual players and the team as a whole.

1. As soon as an issue arises with an athlete or parent, the Coach should convene a meeting with the athlete and parent/guardian involved and advise the nature of the problem being experienced and how this is impacting the team performance. During this meeting the Coach should have the Team Manager present as a witness – if the Team Manager or their child is involved, the coach should have the Junior Broncos Coaching Coordinator (boys/girls - program dependent) or Director of High Performance involved. The Junior Broncos Coaching Coordinator and Director of High Performance should be notified that the meeting is taking place.
2. All formal communications with a junior athlete must have a parent/guardian present – a junior athlete is considered to be any athlete from Under 12 to Under 18.
3. The Coach should always keep a brief record of the meeting and the outcomes that are agreed upon *e.g. The player will stop getting technical fouls otherwise he/she will be suspended for x number of games; the parent will cease their vocal abuse of the referees otherwise he/she will be suspended/fined by the Club.* Depending upon how serious the problem is, the Coach should target a further meeting at a later date (e.g. in a fortnight) to review progress against the agreed outcomes and feedback.



BROADMEADOWS BASKETBALL ASSOCIATION

4. If a follow-up meeting is arranged or if the problem resurfaces, the Coach is empowered, in consultation with the Director of High Performance, to:
 - i. Suspend the athlete for up to two (2) matches.
 - ii. If the parent/guardian is involved, recommend to the Director of High Performance that the parent/guardian be disciplined by the governing CoM or asked to leave the program with his/her son/daughter.

5. If the Coach suspends the athlete, he/she must advise the athlete in the presence of a parent/guardian of this decision and the reason/s behind the decision. The Junior Broncos Coaching Coordinator or Director of High Performance, as appropriate, should also be present. This decision should be confirmed in writing and the athlete and his/her parent/guardian warned that continuation of such misconduct will result in the athlete being removed from the Junior Broncos program.

It will make sense for the Coach to advise the Director of High Performance and Junior Broncos Coaching Coordinator of his/her intended decision so that, once this decision is made, the Director of High Performance or Junior Broncos Coaching Coordinator will be able to deal with any grievance that may come from the affected parent/guardian.

6. In respect of an action arising under 4(ii), the Director of High Performance will meet with the athlete and parents/guardians and seek their views as to why such an action should not proceed. The Director of High Performance will then forward a report to the CoM with his/her recommendation and the CoM will take the final decision and formally notify the affected parties. It is not expected that the CoM will overturn a recommendation for the exclusion of a athlete from a team, provided that the process as outlined in these guidelines have been followed.

7. Any recommendations are to be forwarded to the BBA General Manager who will notify a final decision after consulting with the members of the CoM.



ATHLETE/PARENT GRIEVANCE PROCESS

In the event that you have an issue or concern during the season, the following process should be followed:

