Parent, Coach & Manager Communication and Complaint Resolution Policy

Purpose

The success of our league depends on positive, respectful relationships between players, parents, coaches, managers, and league officials. As a volunteer-based organization, we recognize that open communication and mutual respect are essential to creating a positive experience for every child.

This policy establishes a fair and consistent process for addressing concerns while ensuring that all parties are treated with respect and allowed to be heard.

Our goals are to:

- Promote respectful communication between families and coaches.
- Resolve concerns at the lowest appropriate level whenever possible.
- Protect both volunteers and families through a fair and consistent process.
- Ensure concerns are investigated objectively before any action is taken.
- Foster an environment that prioritizes the development and well-being of our players.

Our Philosophy

Managers and coaches volunteer countless hours to teach, mentor, and develop our athletes. While no coach is perfect, every volunteer deserves to be treated with professionalism, dignity, and respect.

Likewise, parents deserve to have their concerns heard and addressed appropriately.

The league is committed to ensuring concerns are handled fairly, with the understanding that all parties deserve an opportunity to communicate before issues are escalated.

Step 1 – 24-Hour Cooling-Off Period

Parents are asked to wait at least **24 hours** following a game or practice before discussing concerns involving:

- Playing time
- Position assignments
- Lineup decisions
- Coaching strategy
- Game management
- Discipline administered during games or practices

This waiting period allows emotions to settle and encourages productive, respectful conversations.

Exceptions

The following concerns should be reported immediately and do not require a waiting period:

- Player safety
- Physical or verbal abuse
- Harassment
- Bullying
- Discrimination
- Child endangerment
- Criminal behavior
- Violations of league policies or SafeSport requirements

Step 2 – Communicate with the Manager

If a concern involves a coach or manager, parents are expected to first request a private conversation with the team manager.

The purpose of this meeting is to:

- Share the concern respectfully.
- Allow the manager to explain the situation.
- Clarify any misunderstandings.
- Work together toward a resolution.

Most concerns can be resolved through respectful communication.

Managers are expected to respond within a reasonable timeframe, generally within 72 hours.

Conversations should never take place immediately after games while emotions are high or in front of players, spectators, or other families.

Step 3 – Escalating a Concern to the League

If:

- A resolution cannot be reached,
- The concern continues after speaking with the manager,
- Or the manager refuses to discuss the concern,

the parent may submit a written complaint to the league.

The complaint should include:

- Date(s) of the incident(s)
- Individuals involved
- A detailed description of the concern
- Steps already taken to resolve the issue
- The outcome being requested

Anonymous complaints generally cannot be investigated unless they involve player safety or serious misconduct.

Step 4 – League Review Process

Upon receiving a formal complaint, the Board will:

1. Review the complaint to determine whether it falls within league jurisdiction.
2. Notify the manager or coach that a complaint has been filed.
3. Provide the manager or coach an opportunity to respond.
4. Gather information from all relevant parties.
5. Review any supporting documentation or witness statements.
6. Determine whether league policies have been violated.

The Board will remain impartial throughout the review process and will not make decisions based solely on one individual’s account.

Step 5 – Resolution

Following its review, the Board may determine that:

- No further action is necessary.
- Additional communication or mediation is appropriate.
- Coaching guidance or education is recommended.
- A formal warning is warranted.
- Disciplinary action is appropriate under league policies.

Both parties will be notified once the review has concluded.

Coaching Decisions

The league recognizes that managers and coaches are responsible for making baseball and softball decisions in the best interests of their teams.

Unless league rules or policies have been violated, the following are considered coaching decisions and are generally **not subject to Board review**:

- Batting order
- Defensive positions
- Pitching decisions
- Playing time (except where minimum play rules apply)
- Lineup construction
- Practice plans
- Game strategy
- Player development decisions

Parents may certainly ask questions and seek clarification from their manager, but these decisions ultimately rest with the coaching staff.

Expectations for Parents

Parents are expected to:

- Treat all coaches, managers, players, officials, and volunteers with courtesy and respect.
- Address concerns professionally.
- Follow this communication process before contacting the Board.
- Avoid discussing complaints on social media or in public settings before the process has concluded.
- Support a positive environment that places the well-being of all players first.

Expectations for Managers and Coaches

Managers and coaches are expected to:

- Treat every player and family with respect.
- Communicate openly and professionally.
- Be willing to discuss concerns with parents at an appropriate time.
- Listen respectfully, even when disagreements occur.
- Maintain a positive environment for all athletes.
- Notify the Board if interactions with a parent become abusive, threatening, or inappropriate.

Serious Misconduct

The following concerns bypass the normal communication process and should be reported directly to the Board immediately:

- Physical abuse
- Verbal abuse
- Harassment
- Bullying
- Discrimination
- Child endangerment
- Sexual misconduct
- Criminal activity
- Violations of SafeSport or league safety policies

These matters will be handled promptly and confidentially.

Good-Faith Reporting

The league encourages parents to report legitimate concerns in good faith.

Likewise, knowingly false, malicious, or intentionally misleading complaints undermine the integrity of our league, damage volunteers, and erode trust within our community. Such complaints may themselves be reviewed by the Board and, when appropriate, may result in disciplinary action.

Our Commitment

Every parent, player, coach, manager, and volunteer contributes to the culture of our league.

By following this policy, we create an environment where:

- Parents feel heard.
- Managers are treated fairly.
- Volunteers are respected.
- Concerns are addressed consistently.
- Children remain the primary focus.

Together, we can provide a positive, supportive, and enjoyable experience for every athlete who wears our league's uniform.