

VA Crushers Policy on Procedures to Address Questions and Concerns

POLICY LETTER NUMBER: 08

SUBJECT: Procedure to Address Questions and Concerns

GENERAL: The Virginia Crushers Softball Organization, Inc. (VA Crushers) is a non-profit, parent-owned fast pitch softball team that relies on softball registration and commitment fees, fundraising, sponsorships and softball tournament income to pay for field use, tournament expenses, equipment, uniforms and team administration. Each VA Crushers family has an ownership interest in the team. The VA Crushers' Board of Directors, elected by the general membership, are responsible for establishing policies and procedures that protect the team's long-term financial stability while meeting its short term obligations. The Board may also publish policies and procedures to provide guidance to the coaches, key volunteers and employees, if applicable.

SCOPE: VA Crushers is a single integrated fast-pitch softball organization operating five, age-specific softball teams (10U, 12U, 14U, 16U, 18U). Each team is assigned a head coach and several assistant coaches. Head coaches are responsible to the Board of Directors for the program they have been assigned; for a positive, healthy atmosphere within that program; and for the conduct and discipline of the players. Each assistant coach is responsible and answers to the head coach. From time to time, players and/or parents have questions or concerns regarding the program in which their athlete is assigned. The letter establishes the policies and procedures that will be used to address those concerns.

POLICY:

1. Any questions regarding a player's team or the conduct of that team should first be addressed to one of the assistant coaches and/or administrators for that team. The vast majority of questions and/or concerns can and should be resolved at that level. If a question or concern remains after discussing it with an assistant coach, the parent should contact the team's head coach and make an appointment to discuss the issue in person.
2. It must be remembered that the Board of Directors is a parent board with, in almost all cases, no direct softball coaching experience. Therefore, in matters relating to coaching methods, team conduct, athlete performance or any other issue that relates directly to coaching, the team's head coach is the final authority.
3. If a question or concern cannot be resolved at the head coach level, the Board of Directors will review the matter after it is submitted in writing to the Board for consideration.
4. If a question or concern is outside of the above parameters; e.g., conduct related, etc., the parent may bring the issue to the Board in writing where it will be addressed within 10 days of receipt of the letter. The Board will respond to the issue in writing. While the Board believes that questions and concerns should be addressed at the lowest appropriate level, we welcome the opportunity to address those issues that cannot be resolved at the team level.

APPLICABILITY: This policy is applicable to all registered VA Crushers coaches, parents and players.

APPROVED: August 6, 2007

LAST UPDATED: N/A