**BCVC 2019-2020 Grievance Policy**

**Player/Parent Grievances**

**If a player or parent has a grievance with a BCVC Coach or the club, the following steps shall be followed:**

1. **The player should immediately set up a time before or after practice with the coach to discuss the problem or concern and try to arrive at a solution.**
2. **If the player is not satisfied, the player and their parent should request an appointment for a meeting with the coach.**
3. **If the player and parent are still not satisfied, they shall request a meeting with the coach and the club director to try and resolve the problem.**

**We are committed to having open communication with all members of the club. We consider BCVC to be a family and want positive communication in everything we do.**

**Please Note: During tournament play concerns about playing time or coaching issues will only be**

**addressed using the 24 Hour Rule.**

**BCVC requests that parents/guardians and players address issues after 24 hours has elapsed from the team’s most recent tournament.**