

# **NORTH ANDOVER HIGH SCHOOL NORTH ANDOVER, MASSACHUSETTS**

## **STUDENT-ATHLETE PROCESS FOR COMMUNICATING AND RESOLVING CONCERNS**

Athletic involvement, while fun and rewarding, can be very time consuming and emotional. Due to the level of effort and emotion invested, conflicts between players and coaches will inevitably arise. All conflicts should be addressed professionally and as soon as possible. To accomplish this, please follow the following guidelines.

### **FIRST STEP: Student-Athlete and Coach Contact**

The student-athlete should meet individually with the coach to share concerns and/or discuss any issue or conflict. It is the student-athlete's responsibility to make an attempt to meet with the coach before involving others, if at all possible.

Times to be avoided when initiating contact:

- Immediately prior to and/or right after a contest.
- During an active practice session.
- During a time when other students are present and/or when the discussion is readily visible by others.
- When it is apparent that there is not sufficient time to allow for complete discussion.

### **SECOND STEP: Parent/Guardian and Coach Contact**

If a conflict between a student-athlete and a coach remains unsolved or becomes a chronic issue, the parent/guardian and student-athlete should schedule a meeting with the coach. The student-athlete should be involved and present at this meeting.

### **THIRD STEP: Parent/Guardian and Athletic Director Contact**

If a satisfactory resolution is not reached through direct contact with the coach, the student-athlete and parent/guardian should inform the coach that they intend to contact the Athletic Director. A meeting with the Athletic Director should be scheduled through the Athletic Office.

### **FOURTH STEP: Parent/Guardian and Principal Contact**

If existing concerns remain following a meeting with the Athletic Director, the student-athlete and parent/guardian should acknowledge such and initiate contact with the High School Principal.

- Please Note: If you believe that, due to the seriousness and/or nature of your concerns and/or complaint, you are unable or unwilling to follow these procedures you may express your concerns directly to the Athletic Director and/or building principal.

