

PRA Athletic Communication Pathways

When conflicts or issues arise, it is important that they be addressed immediately, and as directly as possible, so that they can be promptly resolved. It is important for student-athletes and parents to recognize that coaching strategy and playing time are not appropriate subjects for complaint. In addition, parents should follow any instructions from the coach about the best way/time to approach the coach with questions or concerns.

First step: Student-athlete contacts coach – The student-athlete should present the conflict/issue to the coach as soon as possible. It is always best for students to become their own advocates. It is expected that the majority of concerns will be resolved at this first meeting.

Second step: Parent contacts coach – If needed, a parent/guardian may contact the coach directly – but not just before, during, and after a practice or game. A parent should email or call the coach to set up an appropriate time to discuss the issue. The phone and email are not appropriate channels for conflict resolution.

Third step: Contacting the Athletic Director – If a satisfactory solution is not reached through direct contact with the coach, the student and/or parent/guardian should contact the Athletic Director. The coach should be informed that this contact is going to be made. If needed, a meeting may be scheduled involving all concerned parties in an attempt to reach a satisfactory resolution. The AD will respond to student-athletes and parent/guardians in a timely manner as to the disposition of their concerns.

Fourth step: Contacting the administrator overseeing Athletics – If there is still not a satisfactory resolution the student or parent/guardian may contact the administrator overseeing Athletics. The Athletic Director should be informed this contact is going to be made. While there is no guarantee that all parties will agree with all resolutions or findings, a thorough, respectful airing of different perceptions and experiences can lead to more productive relationships and clearer understandings in the future.