



Girl's Lacrosse Club of Frisco DISPUTE RESOLUTION PROCESS

Disputes between or among players, teams, coaches, philosophies or rules that cannot be resolved positively and mutually by the parties involved, will be decided by the Board of Directors of GLCOF. All disputes regarding the program or any of its volunteers or participants (but excluding the merit of any detention which results in a player deactivation) should be brought to the attention of the Board Liaison who will have the responsibility to manage the resolution process.

Any coach, athlete, parent or spectator has the right to file a grievance. The following procedure is in place to allow for a reasoned, logical approach to conflict resolution.

- If the parent has an issue with the coach, or a coach with a parent or athlete it is recommended that the party first attempt to speak directly with that individual. **In all cases, either party MUST wait at least 48 hours before approaching either the coach or parent.** This mandatory waiting period is to allow for a “cooling-off” period between parties. As an alternative, approaching the club’s Parent Liaison is an acceptable option for reconciling the situation. A 48-hour cooling off period is requested, but not mandatory for contact with the Parent Liaison.
 - Every attempt must be made to speak in-person and NOT via text or email as often these conversations can be misconstrued and misunderstood. A telephone call is an acceptable method of communicating.
 - Each party must allow the other to speak, and be heard in turn, with an attitude toward “seeking first to understand”.
 - Parties may not meet in front of other players, immediately before or after other games or practice. In short, schedule a time away from the field and out of sight of players and other parents.
 - Parties may not “combine issues” and speak to a coach all at once. One parent or issue at a time.
- If the parent, coach, or athlete is not satisfied with the outcome of that conversation, they are to contact the Board Liaison, within 48 hours of the initial conversation.
- If the Board Liaison is unable to resolve the issue, the individual may request a meeting with the full Board of Directors.
- If necessary, an outside mediator may be enlisted to help reach a satisfactory outcome.
- The resolution process will always be guided by the mission of the GLCOF which is as follows:

“The Mission of the Girls Lacrosse Club of Frisco is to foster a life-long enjoyment for the game of lacrosse for youth and High School girls, residing in Frisco, Texas. The club will offer developmental programs for girls in grades kindergarten thru high school. Programs will include teaching individual fundamental skills, the essentials of team play, proper physical condition, and most importantly good sportsmanship. Through its coaching staff and volunteers, the Club will encourage players to develop a positive attitude, self-discipline, respect for others, and commitment to the success of their team and club. The Girls Lacrosse Club of Frisco will strive to make participation in the sport of lacrosse affordable, safe and a positive experience for players, coaches and parents.”