

# PROCEDURE FOR HANDLING ATHLETIC COMPLAINTS

This procedure has been developed for the purposes of establishing and maintaining the lines of communication between the school, parents/guardians and students and for the resolution of concerns related to the athletic programs. This procedure is a means by which concerns/problems about the Bloomington Athletic Program can be resolved.

In order to maintain a positive atmosphere and assure that the proper channels of communication will not be circumvented, a procedure has been outlined for the use of the athlete, parent, coach/coaches and administrators. All participants should adhere to the guidelines as listed below.

**NOTE:** This process is not intended to provide grievance of a rule(s) of the Minnesota State High School League.

## STEP I

If a student and/or parent has a concern about an athletic program, decision, and/or coach, they should:

- A. Schedule a meeting to speak personally with the coach/coaches regarding the incident, decision, action that is under question at a time convenient to both parties (preferably within one week) with the intent to solve the problem. This should not be done immediately after a contest. (If the problem involves an assistant coach, the head coach of that sport should be involved in the meeting).
- B. Parent/student are to address themselves to problems/concerns related to themselves only. In order to be in compliance with the "Privacy in Information Act", problems/concerns related to other athletes are not to be discussed.
- C. If requested, the coach will complete a written summary of the conference, which will include any resolutions/decisions reached in the conference. The coach will give/mail a copy of the summary to all the participants in the conference within ten (10) school days and will forward a copy of the summary to the district athletic director.

## STEP II

If either party has not been satisfied by the proposed resolution of the problem during Step I, they should request a continuation of the procedure.

- A. The parent/student should within five (5) school days after receipt of the written summary of the meeting in Step I submit the written form to initiate Step II. The parent/student is to obtain the form from the district athletic director or school athletic coordinator.

It is important for the parent/student to complete the written form promptly to resolve differences as soon as possible.

- B. After submitting the written form to the high school athletic director, it will be arranged for the student/parent to meet with the coach and athletic director to discuss the concern/problem with him/her with the intent to resolve the problem. (If the problem involves an assistant coach, the head coach of that sport should be involved in the meeting.)

Parent/student are to address themselves to problems/concerns related to themselves only. In order to be in compliance with the "Privacy in Information Act", problems/concerns related to other athletes are not to be discussed.

- C. The athletic director involved in the conference is responsible for completing a written summary of the conference, which will include any resolutions/decisions reached in the conference. The athletic director will give/mail a copy of the summary to all the participants in the conference and will forward a copy of the summary to the principal of the school.

\*\* In the event that there are multiple parental/student complaints regarding a sports program, the director of athletics can alter the hearing procedure to facilitate the process including meeting with representatives of the parent/student group.

### **STEP III**

If the parent/student still is not satisfied by the meeting in Step II, they should request a continuation of the process of Step III.

A. The student/parent should make an appointment within one week to meet with the school principal to discuss the concern/problem with him/her with the intent to resolve any unresolved problems.

Parent/student are to address themselves to problems/concerns related to themselves only. In order to be in compliance with the "Privacy in Information Act", problems/concerns related to other athletes are not to be discussed.

B. After securing information from the coach, district athletic director and school athletic coordinator, the principal is responsible for completing a written summary of the conference, which will include any resolutions/decisions reached by him/her. The principal will give/mail a copy of his/her final decision to all the participants.

For athletic extra curricular complaints, Steps I, II and III must be completed before any review process is initiated.

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