

AHA COMPLAINT POLICY

We recognize it is possible for conflicts to arise between players, parents, or coaches. We resolve to handle these issues in the spirit of Scripture and according to Matthew 18:15-17. This policy is designed to make your and your child's experience as enjoyable as possible, minimizing the effects of dissension. Please consider these relevant Scriptural passages: Matthew 22:36-40; Romans 12:9-18; Ephesians 4:29-32.

Conflicts with Coaches

Complaints against a coach, his or her coaching style, individual participation times, team conduct, etc., should be handled using the following steps.

1. First, ask the coach for a time where he or she can meet with you to discuss a question or concern you have. Do not do this before or after a game or at practices unless you have a prearranged agreement with the coach.
2. Pray before the meeting and go with an attitude of wanting to gain understanding.
3. At any time during the conversation, the coach has the right to ask you to put the concern in writing and submit the complaint to him and the Girls or Boys Director.
4. The Girls and Boys Director will notify the officers of the written complaint.
5. Any complaint against a coach must be submitted in writing if resolution is not obtained in the face-to-face meeting or if the coach requests it.
6. Written complaints are to be submitted to the coach, Boys or Girls Director and then to the Officers. A discussion between the Officers and the coach will follow, the issue shall be documented, and a course of action shall be established. A written response will then be sent to the individual(s) making the complaint.
7. If the Officers determines that a meeting between the coach and the complainant would be beneficial, a member of the Officers preferably the Chair, will be present to facilitate the meeting and to document the progress.
8. The decision of the Officers of the program is final and cannot be appealed to any other body.

Conflicts with Officers

Any complaint against any of the Officers will follow the procedure described above, except that the officer against whom the complaint has been lodged will recuse himself or herself from the matter. The remaining Officers members will provide oversight and judgment regarding the matter. In addition, the Officers may appoint an additional mediator if they find it necessary. Keep several ideas in mind when expressing your concerns:

1. Please do not approach a coach with a complaint during a practice or game.
2. We are a Christian organization made up of Christian parents, players, and coaches who desire to live by the Word of God with the help of the Holy Spirit.
3. Because we are Christians, we need to seek to treat each other with real love and compassion. This includes not gossiping about or slandering other parents, players or coaches; so, if differences arise, please address directly the person with whom you have issue.
4. When addressing your concerns, please do so without anger but with real humility and compassion, i.e., do not get "in the other person's face", be it a coach, player or another parent.