**COMMUNICATION FLOW CHART**

Parent, Player, Team staff etc. with question or concern

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Team Manager

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Appropriate club board member

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Club President

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Central Alberta Lacrosse League Executive Director

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Alberta Lacrosse Association Executive Director

**RESOLUTION OF TEAM DISPUTES**

Occasionally disputes arise within a team over issues such as behavior, discipline, equal floor time, quality of the program provided by the coaches, etc. The parents should bring their concerns to the parent liaison or team manager who should work with the coach and parents to resolve issues. If you are angry about anything a coach has done, it is **ESSENTIAL** to use “the 24-hour rule” before approaching the parent liaison or manager in person, phone, or email. Please familiarize yourself with the Flow of Communication within the Blackfalds Association.

INCIDENT OCCURS

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24 Hour rule – “Cooling off period”

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Complainant to review “Parent Code of Conduct Policy”

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Contact Team manager or Parent Liaison

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If no resolution contact the Blackfalds Lacrosse Parent Liaison for a formal incident form

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Parent Liaison will ensure that form is filled out in its entirety, and will bring unresolved concerns forward to executive and Coach Director

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Upon resolution the Parent Liaison will communicate the outcome to all necessary parties involved

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Upon unsuccessful resolution the Parent Liaison may request that the Blackfalds President form a discipline committee.