

## "PARENT ESCALATION PROCESS"

### **Parent Complaint Escalation Process**

If a parent or player has a problem with any issues regarding his/her team the following path should be followed. If results are unsatisfactory then please proceed to the next step.

**DO NOT CONTACT COACH RIGHT AFTER A GAME- YOU MUST WAIT 24 HOURS AFTER A GAME TO CONTACT THE COACH.**

1. Player should approach head coach and discuss the issue.  
**By next practice/game.**
2. Parent should approach head coach and discuss the issue.  
**By next practice/game.**
3. Parent should approach Recreation Director and discuss the issue.  
**Action to be taken within 7 days of discussion understanding time is of the essence. Immediate Investigation – emergency board meeting should be called if warranted.**
4. Parent should contact Recreation Oversight.
5. Parent should then contact the Assistant Superintendent or Superintendent
6. Parent should then contact the school board and provide a written complaint detailing the situation.
7. Recreation Advisory Board will be advised of issues as needed.

**Whole process, steps 1-3, should be handled as soon as possible within set guidelines. We are at the mercy of the School Board and Recreation Board and cannot set time limits for them.**