



CONFLICT RESOLUTION PROTOCOL

A Love of Tennis is committed to providing parents with a means of resolving issues or concerns that may arise during the season between themselves, coach or staff. There are many reasons why a parent may have a disagreement with one of our employees or volunteers but frequently it involves concerns that can be easily resolved. If left unaddressed, these issues can escalate and will ultimately have a negative impact on the player, parent, coach, team or our organization. We really want everyone involved to have a positive experience with us.

If a conflict should arise during the season, the following steps should be taken to resolve the difference.

Step One:

The initiating party will request a meeting with the person by email or phone. This request can be made directly to the person so that the privacy of the individual requesting the meeting is maintained.

Step Two:

A meeting shall take place between the affected parties. If the difference is not resolved, then Step Three can be initiated by either party.

Step Three:

The initiating party will request that the issue be resolved by the A Love of Tennis Executive. This will be placed on the agenda of the next meeting or a special meeting will be called.. The executive will meet, as soon as possible, with both sides in an attempt to resolve the difference. If a vote needs to be held it is done by secret ballot. The decision of the majority will be binding by all parties.