

Tampa Titans Player/Parent Grievance/Conduct Policy

Dispute or Grievance POLICY ORDER:

1. The athlete should first speak to the coach about the matter. If the matter remains unresolved, then move on to step 2.
2. The parents should speak or meet with the coach. Parents and/or athlete should contact the coach via the telephone to set up a meeting time (not during a tournament). Player and Parent must both be present!
 - **A parent should never approach a Coach or Director at a tournament. We have instructed the coaches to follow the “24 hour rule”, to refuse to discuss any controversial matter, and to refer the parents to follow our policies. The coach will then walk away.**
 - The recommended time for a parent to schedule a meeting is before or immediately following a scheduled practice.

If the matter remains unresolved or if the parent has a reasonable concern that speaking with the coach will not resolve the matter, then go to step 3.

3. The parent may speak to the Director(s) (after 24 hours) and request a meeting with the Coach and Director (s) together.
 - In most situations, the TITANS will request the athlete to also attend.
 - **Meetings should be previously arranged. This will not take place at a tournament site.**
 - **The Director(s) will not engage in discussions about coaching decisions.**
4. **Refunds and Deposits:** Upon making any TITANS team, at a regular or supplemental tryout, there is a **non-refundable** \$450 deposit (depending upon the team) due to secure the spot. Remember, if you are offered a spot on the Titans roster other players may not get an offer, A Subsequent refund of any club dues is based on the number of players per team **and given for medical reasons ONLY**. All refunds are reviewed on a case by case basis. All final decisions are determined by the club Director only!.
5. Any dispute with the club must be submitted to the CLUB DIRECTOR in writing, including the date of incident or injury, All Doctors notes, including type and length of disability, and the duration of club participation. All disputes which include complete documentation as previously stated will be considered.
6. All issues or disputes, regardless of the nature or source, must follow the previously detailed club “Policy Order” as stated in numerals 1-5 above.

OTHER POLICIES REGARDING GRIEVANCES and Code of Conduct with the TAMPA TITANS CLUB:

1. **The TITANS will not tolerate hostile, aggressive confrontations** between a parent and any official, Coach, Director athlete, or another parent, whether the confrontation is within the club or not. Violation of this policy may result in the athlete(s) being dismissed from Titans or the offending party banned from the Titan facilities and future tournaments.
2. **It is inappropriate for an athlete or parent to approach other TITANS members about a problem the athlete or parent is having with a TITANS Coach or Director.**
 - Asking uninvolved persons to take sides in an issue is unfair to the third party and to the club. For the psychological health of the teams and the club as a whole, grievances need to be handled between the parties involved and the decision makers in the situation. If this policy is violated the guilty party may be terminated from the Titans club, with no refunds.
 - Remember...Competitive team athletics, by nature alone, create situations where everyone may not be happy all of the time.
3. **Any member who is approached and asked to listen to or to express an opinion about matters between two other parties in the club is strongly encouraged to refer the complaining party to take the matter up with either the coach or the directors**
4. **Any member who, as a third party, hears remarks or stories about the Tampa Titans, the employees or policies, that may cause the member to be concerned, is encouraged to call the Director(s) immediately to determine the facts, or to alert the club administration to a situation of which it may be unaware.**
 - By the time the story gets to a third or fourth party, it frequently bears little resemblance to the truth or to the facts of the situation.
 - It is also detrimental to the athlete and disruptive to the team to complain to the athlete about the coach, the coach’s style, or the TITANS policies.
 - If you, as a parent, are unhappy or concerned about any matter, address the party in control. If the athlete is unhappy, she needs to address the appropriate party.
5. **All Social Media, Emails, Texts, etc. cannot contain any negative or disruptive content about a player, a parent or family member, Coaches or Directors of the Titan organization! No exceptions.**