

## HALIFAX AQUA NOVA SYNCHRO : GUIDELINES FOR PROPER COMMUNICATION

This document outlines the lines of communication that are to be followed between parents and swimmers, coaches, and the HAN Board of Directors.

For issues dealing with coaching/regular running of practices, the parent/swimmer is to go to the coach first. Open lines of communication between families and coaches are to be kept at all times. Once communication of an issue has been addressed with the coach, if the problem persists, the parent/swimmer can go to the Head Coach, but only after having spoken with the coach in question. In instances where the issue is with the Head Coach, parents may go to the Club Chair, but this must occur directly. When meeting with coaches, please arrange times in advance, or approach the coach after practice, so as to avoid impacting the practice itself. Parents should not be speaking with coaches while swimmers are present.

For issues dealing with club administration, please refer to the current board member roles as outlined in the club handbook, and address these directly with the appropriate person. Should the issue be with that person, direct the problem to the Club Chair.

Issues will be dealt with at the board level only after the involved parties have been unsuccessful at correcting the issues in the manners indicated above. In this case, formal written documentation is required, and should follow the form below. This form is to be forwarded to the Club Chair at the earliest possible moment. Resolutions will be sent to all involved parties in writing.

Person(s) completing the form:	Role in Club:
Person(s) concern is regarding:	Role in Club:
Date event occurred: _____	
Describe the concern you have (or attach a second paper):	
What prior steps have been taken in an effort to resolve the concern?	
Signature: _____	Date Submitted: _____