



# West Vancouver Field Hockey Club

*"The home of North Shore Field Hockey"*

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## ISSUE RESOLUTION - SPRING LEAGUE

### 1. Player Issues

For the most efficient resolution of any arising issue or concern, players or parents should come directly to their Team Coach or Manager. If required, they can then raise the issue with the age group coordinator who can either help resolve it or continue along the chain of communication.



Visit the "Contact Us" page on [wvfhc.com](http://wvfhc.com) for all contact information.

### 2. Coach/Manager Issues

WVFHC encourages the resolution of issues involving coaches by direct and informal means.

Parents and players (if age appropriate), should first approach the coach and try and negotiate a satisfactory resolution if appropriate and achievable. We have developed Codes of Conduct for players, parents and coaches to guide members in the way they should be conducting their activities. The Code of Conduct for coaches states the boundaries under which the coaching and coach training relationships should function. *For information on these visit the "Club Manual" page on [wvfhc.com](http://wvfhc.com).*

***If this approach is not feasible or does not result in a satisfactory resolution, then the following steps should be undertaken:***

1. Notify the age group coordinator for your age group of the problem and of any attempts that have been made to resolve it. This notification should preferably be made in writing (email or letter). If a written complaint is not attainable, the coordinator will then interview the parent and summarize the complaint in a document.
2. Depending on the severity of the complaint, the coach will be contacted by phone by a club representative to discuss the complaint or, alternatively, the coach will be contacted by a club representative who will make arrangements for two club representatives (including one from the coaching committee) to meet with the coach to discuss the complaint and identify how to move forward.

At any time, a player or coach can contact Geoff Matthews, Technical Director,  
[geoff@wvfhc.com](mailto:geoff@wvfhc.com)