

Diamond Valley Issue Resolution Policy

Age Group Representatives

As with all large Championship clubs, issues arise that may cause concerns. It is important that these issues are raised and dealt with at the earliest possible opportunity, as they can often be explained, or dealt with before they blow out of proportion. Diamond Valley Basketball Association and the Junior Championship Committee (JCC) aim to resolve all issues to the satisfaction of the members in a fair and timely fashion.

1st Step - Raising the matter with your coach

NEVER CONFRONT A COACH BEFORE, DURING, OR IMMEDIATELY AFTER A GAME

It is never appropriate to raise an issue with a coach on the night of a game, nor the day after.

We request that you invoke the "24 hour rule" i.e.: think about your issue for a day, and then decide if you still feel the same. If after 24 hours you still feel the same and wish to discuss the matter with your coach, then in the interest of clear communication lines, parents should arrange face to face discussions with the coach, rather than SMS messaging or email. The tone of the latter two modes of communication can come across very differently than intended.

Note: normally the best times for these types of discussions will be on a Sunday morning before/after training.

2nd Step – Raising matter with Age Group Representative

If you are not satisfied with or have not resolved the issue with the coach, please address the issue with the Age Group Representative.

A member of the Junior Championship Committee is assigned to each Junior Eagles age group to support and assist in the well-being of each team.

They are there to support and discuss grievances that may occur.

The Age Group Representatives and their contacts are:

GIRLS PROGRAM	BOYS PROGRAM
U12 – Kylie Hogan u12girlseagles@gmail.com	U12 – George Vasiliadis u12boyseagles@gmail.com
U14 – Narelle Clohesy u14girlseagles@gmail.com	U14 – Rob Boek u14boyseagles@gmail.com
U16 – Leigh Ann Perillo u16girlseagles@gmail.com	U16 – Troy Garner u16boyseagles@gmail.com
U18 – Joe Crupi u18girlseagles@gmail.com	U18 – Joe Crupi u18boyseagles@gmail.com