

PINEDALE HOCKEY ASSOCIATION

PARENT COMMUNICATION GUIDELINES/EXPECTATIONS

June 2025

Because of the high-profile nature of competitive athletics, the coaches, players, and parents/guardians often have an emotional investment that can turn what should be a positive experience into a negative one when misunderstandings occur. This guideline has been created to clarify the expectations for communication between coach, parent, and player. It also outlines a complaint process if a problem develops.

Communication a Parent/Guardian Should Expect from a Coach

- The coach's background and philosophy, for all levels of the program
- Expectations for student-athletes on the team (i.e., attendance, grades, dress, conduct)
- Locations and times of all events
- Team requirements (i.e., special equipment, fundraisers, practice setup/cleanup)
- Procedures to be followed in case of injury during practice or game
- Team rules and disciplinary consequences for violations

Communication a Coach Expects from a Parent/Guardian

- Notification that the player is ill or injured
- Advance notice if the player will miss practice or a game
- Clarifying questions about the coaches' expectations
- Any concerns are first addressed directly to the player, then the coach, not other parties.

Even when the above communication expectations are met by all parties, concerns may become complaints. Should that happen, please address your complaint according to the process below:

COMPLAINT PROTOCOL

Unless an emergency involving the health of your player, ***PLEASE DO NOT CONTACT THE COACH WITHIN 24 HOURS IMMEDIATELY AFTER THE GAME OR PRACTICE unless grievance needs to be discussed prior to the next event.***

DIVISIONS 14U and OLDER:

First Step: The player discusses concern directly with the coach. Most or all of communication must be between coach and player. Our combined efforts should be focused on developing the player's communication skills. This will best serve the player in future dealings with supervisors in the workplace.

Second Step: The coach, parent, and player meet to discuss the concern.

Third Step: The parent and coach email the PHA Board with a brief outline of the concern. Two PHA board members will meet with the parent and coach to facilitate discussion with efforts to mutually resolve the concern.

Fourth Step: If concern remains unresolved or action is needed, the coach and parent will meet with the full PHA board.

DIVISIONS 12U and YOUNGER:

First Step: The parent(s) discuss concerns directly with the coach.

Second Step: The parent and coach email the PHA Board with a brief outline of the concern. Two PHA board members will meet with the parent and coach to facilitate discussion with efforts to mutually resolve the concern.

Third Step: If concern remains unresolved or action is needed, the coach and parent will meet with the full PHA board.

I/We have read, understand, and agree to follow the PHA Parent Communication Guidelines.

Athlete Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____