

St. George Parks & Recreation Department

POLICIES & PROCEDURES

PROBLEM SOLVING

I. AUTHORITY:

This policy has been created & adopted by the St. George Parks & Recreation Department as a management tool to define the proper course of action for departmental complaints or conflicts.

II. APPLICATION:

It is recommended that volunteer coaches, referees, parents, players, spectators, visitors, and all others involved with a department-sponsored program, follow this procedure to resolve any complaints or conflicts quickly and appropriately.

III. USEFULNESS:

It shall be in the best interest of the St. George Parks & Recreation Department, and all involved, to make evident the purpose of this policy. It has been set forth as a method of handling problems, complaints, or other issues fairly, in a manner fitting of a municipal department. Its purpose is to enhance and improve communications, expedite conflict resolution, and continue to promote a safe and fun environment for the adults and children that are served within the department.

IV. METHOD OF APPLICATION:

It is the responsibility of the person with the problem or complaint, to adhere to the following:

STEP 1:

If a person ("Complainants") has an issue with the coach, the team, a player, parent, fan, etc. ("Defendant"). They should allow enough time to think clearly & see the issue from all sides before speaking out. The "complainant" should then select an appropriate time to approach that person. Prior to, or immediately following a game or practice is NOT the proper time. They should ask that person if he/she has a time to meet for discussion, and then make sure the conversation takes place in an appropriate place to speak privately. The "complainant" needs to be descriptive, precise, and open-minded (it is always helpful to have written notes to follow). The "defendant" should allow time to listen and understand the "complainants" concerns clearly. The "complainants" should then be respectful and listen when it is the "defendants" turn to speak. Once again, all involved need to be open-minded, understanding, cooperative, and flexible. Everyone involved should allow time to absorb the comments that are made. If need be, "sleep on it" and plan to meet again. It's important to try for resolve at this level.

STEP 2 (if necessary):

Contact the Recreation Director and explain the situation to him/her. Allow him/her time to contact all involved to confirm (or deny) the circumstances and/or discussions. The Director will then offer a course of action that may be satisfactory to all involved. Once again, all parties involved are asked to make every effort to be open-minded, understanding, cooperative and flexible.

STEP 3 (if necessary):

The Director will then contact the Town Manager, and/or the Assistant Town Manager for consultation. Upon their recommendation, a meeting may be arraigned with the director, coach, parent, player, fan, etc. If this fails to create a solution, the Town Manager, and/or the Assistant Town Manager may join the meeting, and/or want to meet with you privately.

** If your issue or complaint is with the Director, try to resolve it with him/her first, using the same orderly and polite fashion. If this is unsuccessful, request a meeting with the Town Manager, and/or the Assistant Town Manager and explain your issues and concerns to one of them.*