

## **Titans Problem Resolution Process**

The Titans organization is committed to providing a positive sport environment, which is athlete-centered, and characterized by the values of fairness, integrity, open communication, and mutual respect. From time to time issues occur that require Titans staff and potentially board intervention. Titans has a simple process for dealing with situations which aims to rectify problems as quickly as possible at as low a level as possible. Given Titans large membership staff and board members are very busy so it is imperative that all members strive to solve problems in a collaborative manner.

The Problem Resolution Flowchart shall be used in all circumstances. If the case is serious enough the coach involved will automatically refer it to the next level. The Parent Liaison or Board will not address an issue until the Head Coach has reviewed the circumstances.

