

THE CAP PACT

CAP-PACT Core Principles

- Coach, Athlete, Parent Are In Partnership
- Partnerships are Built on Honest, Open Communication
- Communication is Two-Way and Based Upon Mutual Respect
- Disputes Are Resolved According to Specific Written Procedures

Each section reflects what each constituent – Coach, Athlete, Parent – expects from the other.

Parent's Expectations of Coach:

1. Treat my athlete fairly.
2. Let me know if my athlete is experiencing any problems (physical, social, emotional).
3. Communicate clearly your expectations of my athlete and I.
4. Keep in mind that as parents we identify with our athlete's achievements.
5. Be a good role model.
6. Protect my athlete from bullying or social ostracism by cliques.

Coach's Expectations of Parents

1. Recognize my commitment and that I am not doing it for the money.
2. Offer praise for accomplishments and support for my efforts.
3. Keep me informed of any home issues that might affect your athlete.
4. Follow established grievance guidelines when there is a problem.
5. Be an enthusiastic and respectful fan at games.
6. Support your athlete's efforts and commitment to the program.
7. Monitor your athlete's schedule to help avoid over involvement in diverse activities.
8. Screen your athlete from conflicting input from outside coaches and experts.
9. Do not gossip or complain about me at home, in the community or in social media.
10. Do not substitute your agenda for your athlete.

Coach's Expectations of Athlete:

1. Set realistic personal goals for yourself and follow them.
2. Be honest about your ability level.
3. Let me know if you have an injury or you are ill.
4. Understand that my feedback on your performance is constructive.
5. Take pride in your team.
6. Support your fellow athletes.
7. Let me know if you are having academic problems or issues with peers.
8. Let me know if concerns exist in your home or personal life that might affect your participation.
9. Discuss with me if you are receiving conflicting advice about your performance from other coaches or your parents.
10. Show respect for my position as a coach and the need to make decisions that are in the best interest of the team.
11. Refrain from any use of illegal substances including alcohol.
12. Always display good sportsmanship to opponents and referees/judges.
13. Let me know if you are having conflicts with the scheduling demands of a job or other school related activities.

Athlete's Expectations of Coach:

1. Treat me fairly. Do not play favorites.
2. Do not embarrass me in front of my teammates.
3. Understand that the sport/team might not be as important to me as to you.
4. Understand the pressure I am under from my parents.
5. Understand the conflicts with school work and other activities.
6. Understand that my outside job is necessary for my family and I.
7. Praise me when I am doing something good.
8. Make sure that I am not bullied or harassed by cliques on the team.
9. Help me set realistic goals for myself.
10. Be there for me if I need advice about something personal in my life.

Athlete's Expectations of Parents:

1. Allow me to follow my dreams and goals in athletics. Don't live your unfilled dreams through me.
2. Find a way to support me without undue pressure.
3. Show the coach respect.
4. Have positive communication with my coach and if issues arise, follow the adopted process.
5. Understand the conflicts I have with school work and other activities.
6. Be a good listener, especially when you don't agree with everything I say.

AISD Athletics Complaints/Concerns Process and Guidelines

Our goals are to facilitate communication between player and coach, then coach and parent/student and to address concerns in a collaborative, effective manner. If you are a student or parent who has a concern or complaint about a sport, coach or coaching style, please follow the prescribed CAP PACT process and follow the recommended UIL guidelines.

Coaches cannot address a problem unless they know that a problem exists. Most of the time problems stem between coaches and parents from a miscommunication or misinterpretation of an issue. Therefore, we ask that your child talk first with the coach and address the problem directly. If the outcome of that meeting is not satisfactory, we ask that the parent and student meet together with the coach.

The AISD Athletic Department is here to work alongside parents to encourage an enjoyable experience for the student-athlete in AISD Athletics. We will do whatever it takes in working with parents to achieve that goal.

When an issue or conflict arises, please give due diligence and follow the department communication protocol. Remember the "24 hour" rule: Please wait 24 hours before approaching a coach either in person, by phone or through email. This allows all involved a "cooling down" period and also provides for a time for reflection.

Again, we are committed to effective communication and problem solving and look forward to meeting with students and parents to build and maintain top caliber athletic programs in AISD. We ask and encourage you to follow the procedures outlined below.

ARLINGTON ISD ATHLETICS COMPLAINT/CONCERN COMMUNICATION PROCESS

If you have a concern to discuss with the coach, the following procedure should be followed:

Informal

Telephone the coach or send him/her an email about your concerns and allow the coach two (2) school days to discuss the matter with you and offer a solution. Please do not approach a coach during a game or practice. If both parties agree that it is necessary, a face to face meeting will be held.

Step 1

If the informal interaction does not resolve the issue, put your concerns in writing (email or letter) to the coach with an explanation of why the informal process did not solve the problem. You will receive a written reply from the coach offering a solution within three (3) school days.

Step 2

1. If the Step 1 response does not resolve the issue, within three (3) school days of receipt of the response from the coach put your reasons for disagreement with the offered solution in detail and in writing to the Campus Athletic Coordinator.
2. Attach the Step 1 response from the coach.
3. The Campus Athletic Coordinator will conduct an independent investigation of the complaint and contact you to schedule a meeting, if needed, to seek resolution of the issue.
4. Within three (3) school days from receipt of your request the Campus Athletic Coordinator will send a written reply to the complaint/concern.

Step 3

1. If the Step 2 response does not resolve the issue, within three (3) school days of receipt of the response from the Campus Athletic Coordinator put your reasons for disagreement with the offered solution in detail and in writing to the Arlington ISD Athletic Director's Office.
2. Attach the Step 1 response from the coach and Step 2 response from the Campus Athletic Coordinator.
3. The AISD Athletic Director or AISD Assistant Athletic Director will work with the Campus Principal and will conduct an independent investigation of the complaint and contact you to schedule a meeting, if needed, to seek resolution of the issue.
4. Within three (3) school days from receipt of your request the AISD Athletic Director/Asst. Director will send a written reply to the complaint/concern.

Notes:

- Complaint/Concern Defined: A complaint (or concern) is an oral or written communication questioning the conduct or failure to act by a coach or other athletic department staff in which the athlete's parent (legal guardian) feels aggrieved or dissatisfied.
- If the complaint/concern is in regards to a potential criminal act or immoral behavior by the coach, initiate your complaint in writing at Step 2.
- AISD Athletics' CAP PACT does not replace the district's formal grievance process. For more information about the formal grievance process, please consult with the AISD Athletic Director
- AISD Athletic Office phone number 682.867.1950