**FALLS SOCCER CLUB GRIEVANCE POLICY**

Falls Soccer Club encourages the resolution of soccer team issues (conflicts, grievances,

and discipline) to occur within each team. FSC is structured with intramural and travel teams. It is the intent of the FSC Board of Directors to keep these matters confidential, involving only those directly involved with the grievance. FSC has enjoyed a history of the soccer community achieving success in the resolution of disputes by the parents, players, and coaches without intervention by FSC. However, there are a number of situations that are not conducive to resolution without the participation of FSC officials. In the case that this cannot be accomplished, the following steps should be taken:

**Intramural Team Dispute**: Any grievance involving an FSC intramural team player, parent and/or

coach should be brought to the attention of the head coach for that team. If that approach is not feasible, then contact should be initiated with the Age Group Coordinator for that gender and age group intramural team. This can be accomplished by sending an email to info@fallssoccerclub.com with instructions to forward to the particular Age Group Coordinator. All grievances are treated in

confidence. Upon completion of the investigation, the Age Group Coordinator may first attempt to

facilitate a resolution between the parties. If this is not appropriate or in the best interest of the involved parties then the issue may be submitted to the FSC Board of Directors for their review and

consideration. It is understood that the decision of the Board is deemed final and cannot be appealed.

**Travel Team Dispute**: Any grievance involving an FSC travel team player, parent and/or coach should be brought to the attention of the head coach for that team. If that approach is not feasible, then contact should be initiated with the appropriate Travel Team Coordinator. His email address is jcolella68@comcast.net,  A grievance may instead be brought to the attention of the club president at president@fallssoccerclub.com.  All grievances are treated in confidence. Upon completion of the investigation, the Travel Team Coordinator may first attempt to facilitate a resolution between the parties. If this is not appropriate or in the best interest of the involved parties then the issue may be submitted to the FSC Board of Directors for their review and consideration. It is understood that the decision of the Board is deemed final and cannot be appealed.

**Grievance Reports** should include the following:

• Name of Team / Age group

• Name of Coach and Team Manager

• Name of Player

• Complete description of the issue. Include as much detail as needed, including date/time/

location if relevant.

• Name of person filing complaint and date of the complaint

**General Protocol** FSC does not permit parents to address any grievance type issues with the coaches during or after the game. It is recognized universally within youth soccer and youth sports that a “cooling off” period is in everyone’s interest after the game has ended. Use common sense in your approach to coaches, other parents, and players. Also, FSC does not condone emails sent to an entire team, by a player or coach, that expresses a grievance. This action only proves to be detrimental to the team and the club. Many questions can be answered by referring to our club website at fallssoccerclub.com**.** On the website you will also find links for the coach's guide, the club’s code of conduct for players / coaches / parents, and mandated playing time rules for all age groups.