



Technical Soccer Club Conflict Resolution Policy

The following procedures should be followed regarding any issue, concern, or problem that should arise within Technical Soccer Club.

- 1) Any problem or issue should first be addressed within the team. Questions regarding fees, uniforms, and scheduling etc should be directed to the team manager. Any coaching issues including playing time, on field coaching decisions, and questions regarding practices **MUST** be addressed directly with the team coach
- 2) After a player or parent has addressed the problem/issue with the coach or manager, and the issue cannot be resolved, the coach or parent/player will reach out to the club's Director of Coaching
- 3) The above Director of Coaching will work with all parties involved to address the concern and resolve the matter as deemed appropriate based on club policy. If the matter cannot be resolved at this level, The matter will be escalated to the Technical Soccer Club Disciplinary Committee
- 4) The club and its designees will work to resolve the issue in a timely manner and will keep the involved parties informed on the progress of the matter and will work to resolve the matter in a manner that is best for all parties involved. Once a solution has been determined the Disciplinary Committee will inform all parties in writing.
- 5) If a party is not satisfied with the decision, they may appeal to the Board of Directors in writing within 5 days of the Disciplinary Committee's decision. Appeals should be sent to Saskia Munn, Board President

* For more serious situations, law enforcement personnel might be asked to get involved.

** Please be aware that depending on the severity of the issue it may be escalated to the highest level, but otherwise, the chain of command listed below should be followed:

- 1) Team Level (player/parent to Team Manager then player/parent to Team Coach)
- 2) Director of Coaching
- 3) Disciplinary Committee
- 4) Board President (Appeals)