



Policy Memorandum # 3: Conflict Resolution & Complaint Policy

Effective Date: January 1, 2026

1. Purpose & Scope

1.1 Establishes a clear, consistent process for resolving conflicts and handling complaints within Ogden Soccer Club, ensuring impartiality and transparency through CARE Committee oversight.

1.2 Applies to all members of the Club community and outlines procedures for addressing concerns related to coaching, team dynamics, player development, and administrative operations.

1.3 Promotes respectful communication through a 24-hour cool-down period and centralizes complaint review to uphold fairness, integrity, and accountability.

2. Policy

2.1 Initial Conflict Resolution Steps

2.1.1 Concerns regarding a coach, assistant coach, or team manager should first be addressed directly with the head coach.

2.1.2 Concerns about a child's team should be discussed with the coach or assistant coach at an appropriate time and place.

2.1.3 If the issue remains unresolved, concerns must be documented in writing and submitted to the appropriate Program Director.

2.2 Escalation to Club Leadership

2.2.1 If concerns remain unresolved after Section 4.1, a written complaint must be submitted to the Executive Director.

2.2.2 Complaints related to player development policies, programs, or coaching staff must be submitted to both the Executive Director and the appropriate Program Director.

2.2.3 Complaints regarding administrative policies must be submitted in writing to the Executive Director.

3. CARE Committee Complaint Process

3.1 *All formal complaints must be submitted via email to CARE@ogdensoccer.org.*

3.1.1 Complaints will be reviewed by:

- Brad Ewing, CARE Chair
- David Duran, Internal Affairs

3.1.2 All complaints will be handled confidentially to protect the privacy of those involved.

3.2 Role of Club Officials

3.2.1 Club Administrators, Program Directors, and Board Members must refer all complaints to CARE@ogdensoccer.org.

3.2.2 These officials may not engage in the resolution process or discuss complaints outside the CARE Committee.

4. CARE Committee Review Process



- 4.1 An acknowledgment of receipt will be sent within 48 hours.
- 4.2 The Committee will investigate, gather information, and determine appropriate action.
- 4.3 The resolution will be communicated directly to the complainant.
- 4.4 Appeals may be submitted within seven (7) days of the resolution notice to CARE@ogdensoccer.org.

5. Enforcement

- 5.1 Failure to follow this policy may result in disciplinary action for any administrator, director, or staff member who does not comply with required procedures.
- 5.2 See Policy #1 (Code of Conduct) for additional guidance.