



Communication & Conflict Resolution Guidelines

Durango Rapids Soccer Club encourages our members to take a 48-hour “cool down” period before addressing a conflict that may have occurred. Complaints and concerns regarding your soccer experience should be addressed according to the following guidelines.

Complaints and concerns should first be addressed directly with your Head Coach. If you are not able to resolve the matter to your satisfaction, document your concerns in writing to the attention of the appropriate Age Group Director - see list below.

Durango Rapids Age Group Directors

U9-U12 B&G	Hayley Hollenga	hnhollenga22@gmail.com	((719) 237-3097
U13-U19 B&G	Jimmy Hall	jimmy@durangosoccer.com	(661) 496-9902
Goalkeeping	Hayley Hollenga	hnhollenga22@gmail.com	((719) 237-3097

If your Coach and Age Group Director were not able to resolve the matter to your satisfaction, document your concerns in writing to the Durango Rapids Executive Director. The Durango Rapids SC board also has a Parent/Player Liaison who can provide a neutral engagement and investigation on any issues not resolved to the satisfaction of the parent or player after following the communication guideline process.

Executive Director	Kate Kelly	katedurangosoccer@gmail.com	(970) 946-7719
Parent player Liaison	Kathy Wilson	durangoshootout@gmail.com	(970) 946-9824