

BV United Grievance Policy

Procedure for Formal Complaint

BV United ("BVU") tries its best to resolve any and all complaints and concerns in a prompt and appropriate manner. Examples might include issues with communication, behavior, and education regarding BVU policies and procedures. BVU encourages an open forum for parents and players to express their concerns when presented in a manner that is appropriate and constructive.

It is the opinion of the USSF (United States Soccer Federation), the governing body for the MYSA and BVU that the vast majority of concerns and/or complaints received by a youth soccer organization can be adequately addressed internally by the club's leaders.

Matters regarding your child's on-the-field soccer experience should first be addressed to the team coach. If the matter is not resolved at this level, it should be brought to the attention of the Director of Coaching.

Concerns regarding general off-the-field soccer matters (fees, administrative issues, uniforms, etc.) should first be addressed to either the Club Administrator or the appropriate Director or Coordinator (Uniform Coordinator, Boys Traveling or Girls Traveling Director, Recreational Director, etc.).

In the event that a situation cannot be resolved via the above mentioned process, it should be brought to the attention of the Club President and the Executive Committee.

Any matter that involves a legal issue or issues which could potentially impact the liability of BV United should be brought directly to the attention of the Club President.

Procedure for Coach Concern

BV United encourages an open forum for parents and players to express their concerns when presented in a manner that is appropriate and constructive. However, there is an appropriate time and place to voice these concerns. Please refrain from approaching a coach with a concern when the coach is on the field training his or her team and refrain from raising individual concerns in front of the entire team or via team email lists. The above actions are inappropriate and tend to prevent a positive resolution.

To help facilitate resolution to coaching concerns in a manner that is fair to both the player and the coach, the following procedure should be followed:

(1) Speak directly with the coach and try to resolve the problems face to face with the coach. This should be done at an appropriate time when there are no other players or parents present, and when the coach is finished with training or coaching. It is best to wait for 24 hours following a game situation, in order to allow cooler heads to prevail. After speaking with the coach, if you feel that the problem has not been resolved, then go to the next step.

(2) Write a letter/email to the Director of Coaching. In this letter, document the steps that you took previously with the coach and the coach's response. Also include a solution that you recommend. The Director will respond within seven (7) days of receipt of your letter. If you do not feel that the problem has been resolved, then go to the next step.

(3) Write a letter/email to the Director of Coaching documenting your concerns and all the steps that you have previously taken in an attempt to remedy the situation, including your proposed solution. The Director of Coaching will respond within seven (7) days of receipt of your letter.

Procedure for Appealing a Decision by the Director of Coaching

Any person wishing to appeal a decision made by the Director of Coaching must submit a mailed/emailed "Notice of Appeal" to BV United office stating the misapplication of rules or violation of policy by the Director of Coaching. This appeal should be addressed to the attention of the Club President. Notice of the Appeal must either be postmarked or be delivered to BV United office within 10 calendar days of the date of the Director of Coaching's decision.

The Club President and Executive Committee may take one of the following actions:

- Accept, Reject, or Modify the sanctions issued by the Director of Coaching
- Direct the appeal to the full BV United Board of Directors

A final decision will be made regarding the Notice of Appeal within 30 days of the date that the Club President and Executive Committee have been made aware of the appeal. The party seeking the appeal will be notified of such final decision in writing. The decision of the Club President, Executive Committee, and Board of Directors (if necessary) is a final decision with no further appellate process.

Correspondence

All written correspondence may be addressed to the appropriate party and mailed/emailed to the following address:

BV United Soccer Club
P.O. Box 1394
Burnsville, MN 55337
clubadmin@bvunited.org