

FLAGSTAFF SOCCER CLUB

GRIEVANCE PROCEDURE

In the event that an issue arises that is of concern to you as a parent or as a member of FSC, please follow the process described below. Contact information for coaches, the Director of Coaching and all Board members is available on the FSC website (www.flagstaffsoccerclub.com).

If the issue concerns the **team** (which includes parents) on which your child plays or concerns your child directly, you must:

1. Discuss the matter with the Coach.
2. If the discussion with the Coach and the subsequent action fails to address the issue, then speak to the Director of Coaching.
3. If you feel, after speaking with the Director of Coaching, that you need to talk to someone at the Board level, you may then contact the Secretary of the Board so the matter can be placed on the next Board meeting agenda and referred to the grievance committee.

If the issue concerns a **coach** you must:

1. Talk to that Coach, if possible. If the circumstances do not make talking to the Coach a viable option, then talk with the Director of Coaching.
2. If you feel, after speaking with the Director of Coaching, that you need to talk to someone at the Board level, you may then contact the Secretary of the Board so the matter can be placed on the next Board meeting agenda and referred to the grievance committee.

If the matter concerns the **Director of Coaching** you must:

1. Talk to the Director of Coaching. If circumstances do not make talking to the Director of Coaching a viable option, then you may contact the President of the Board.

Any issues involving violations of the FSC Parent/Player Agreement shall be referred to the Club's Discipline and Review Committee, which consists of appointed FSC Board members, the Director of Coaching, and a qualified outside review, for further review and potential sanctions. Such sanctions may include, but are not limited to, a warning, suspension, probation, and/or dismissal from the Club. All decisions of the Club's D & R Committee are final.

The above process was created to ensure that the needs of Flagstaff Soccer Club families are met by the Club in an open, consistent, and objective manner. If you feel that any unusual circumstances hinder or are outside the scope of this process, please contact the President of the Club.