



Conflict Resolution Policy

James Island Youth Soccer Club encourages all parents and players to be aware of the clubs codes and conduct. In the event of a conflict, players are encouraged to address their concerns directly with their coach. **Remember, there is a time and place for everything.** If you need information or wish to ask questions concerning coaching decisions, arrange a meeting with the coach. Concerns or criticisms are welcome but should be expressed away from training sessions and games. Every effort will be made to address problems or concerns of our members in a fair and consistent manner. In the event of a disagreement, the following procedure should be followed when addressing concerns. **24 Hour Rule** Games are extremely emotional for players, parents, and coaches. Parents and coaches should not discuss individual player problems concerning the team or their child for 24 hours following a game or training session. This allows all a cooling off time and opportunity to discuss the child without the emotion of the game or training session as well as avoid regrettable public confrontation.

Step 1 - Discussion with Team Coach:

The member first discusses his/her issues or concerns with the coach. Whether player evaluations, feedback, discussions, or grievances, individual conferences between coach and parents/player should follow the guidelines below. *These meetings shall not interfere with practices or games.* Initial communication can be made through email, but conferences need to be made by appointment.

Step 2 - Discussion with one of the Assistant Directors of Coaching:

If the member is not satisfied with the discussion with the coach, it can then be presented to one of the Assistant Directors of Coaching.

Step 3 - Discussion with the Director of Coaching:

If the member is not satisfied with the discussion with the coach and program director, it can then be presented to the Director of Coaching.