

Dispute Resolution Policy

When should you use this Process?

The dispute resolution process has been established to allow for an objective and transparent means to address parent/player concerns or issues. Examples of situations which might arise include concerns over playing time, position assignments, coaching style, disciplinary actions, etc. The process is not intended to be used for simple communication and information sharing, which may continue to be handled through email or in-person to the extent it does not interfere with practices, games or tournaments.

Process:

- 1) *Member/parent to approach coach first with issue. Appointment for a face to face meeting to be requested by e-mail, concerns@floridafirejuniors.com also Cc: the Director of Coaching (DOC). **Absolutely NO discussion of issues by e-mail by either coach or parent.**
- 2) **If issue remains unresolved after parent/coach face to face meeting**, member/parent to schedule meeting in person with their DOC by e-mail.
- 3) **If unresolved, parent member brings issue/grievance to "Member Relations Committee"**. Committee to be composed of two board members, the DOO, DOC, a coach and a selected parent volunteer. Committee will meet monthly. Committee reserves the right to investigate and discuss matters before rendering any plan of action, but will work to deliver rapid resolution. Decisions of the Member Relations Committee are final and binding.

***Absolutely NO approaching Coaches with issues/concerns within 24hrs of a game or tournament. A 48hr "cooling off period" required before requesting a meeting by e-mail with the coach after any game or tournament.**

Communication:

To our players and parents:

As you know, one of the primary missions of our club is player development. For this to occur optimally and on pace, we need our coaches and technical staff to be dedicating as much time as possible to player facing activities. Still, disagreements and misunderstandings will occur. With these two givens in mind. The Club committed to a new, structured process that will allow coaches to remain focused on technical development while at the same time allowing for our members to have their concerns addressed in a fair and timely manner. **Your understanding and adherence to the process is mission critical for the Club.**

To our coaches and staff:

We know that your interests and passion are in the development of your players. **We ask that you each commit to this new process as well in two ways:**

- 1) Adhere to the process and decline discussions/meetings with players/parents 24hrs before and 48hrs after games/tournaments even if you feel you have the capacity. Honor the process.
- 2) Respond in a timely manner (goal is within a week) to any meeting requests by a parent/player with a concern.

Our willingness and ability to abide by the process will help us in our efforts to deliver a superior Club experience to all; Players, Parents, Coaches and Staff.