

Problem Resolution Policy

Informal Discussion

Many problems can be resolved through communicating with the individual(s) with whom the complaint exists, whether it is with a parent, coach or Board Member. All Canfield Soccer Club (CSC) participants are encouraged to discuss concerns at an early stage with intent toward resolution. The person with whom the complaint exists should normally be the first source of assistance.

Discussion with Team Head Coach

A CSC participant who disagrees or is dissatisfied with a Team Head Coach's action should, if possible, discuss the concern with that individual. If preferred, or if the CSC participant is unable to resolve the problem with the Team Head Coach, the CSC participant should discuss the matter with Division Vice President. The majority of misunderstandings can be resolved at this level. This discussion should be held promptly, typically within five days, to allow for a timely resolution. If the problem cannot be resolved in a satisfactory manner, the problem may be discussed with any CSC Board Member, up to and including the President of CSC.

CSC Board of Directors Member

If the Division Vice President is unable to resolve the CSC participant's problem, the CSC participant must submit a written complaint stating the relevant facts and desired remedy to any CSC Board of Directors for review and a decision. The CSC Board of Director will respond in writing to the complaint within 30 days.

CSC President's Review

Finally, if resolution has not been achieved in previous steps, a CSC participant may seek to have the CSC President review the concern. A written complaint stating the relevant facts and desired remedy must be provided to the CSC President. The President will carefully review the situation by considering the facts presented. At the CSC President sole discretion, the CSC President may exercise other options that may include:

- Additional fact gathering;
- Informal mediation with an internal or external neutral third party to mediate between the concerned parties;
- Forming an ad hoc advisory panel to include peers of the concerned parties.
- The President after full consideration the President will issue a written decision. This decision is final.