

Parents/Coaches

We at Lacey Soccer Club have maintained a consistent policy when dealing with the day to day running of any Lacey Soccer Club team. The Lacey Soccer Club Executive Board entrusts a team to a coaching staff and then allows them to run the team. We oversee all our teams to ensure that they follow the guidelines and policies of the club but our day to day involvement is minimal. **We only deviate from this policy when the team either violates club policies and bylaws or some sort of situation is brought to our attention through phone calls or emails. We may receive several emails dealing with what parents feel are problems or issues with the team.** Some of them may be very general. Terms such as "we are not getting better" or "we are not playing well" need to become more specific in order to deal with them. Please be specific in your complaint so that we can effectively consider the complaint and choose the proper course of action to follow.

Before any complaints are accepted we ask that you please go to the coach of the team or the parent with which you have the complaint and try to work it out with them. If this fails or is not considered plausible please put that into the body of the complaint.

The following are the guidelines used to issue a complaint with the Lacey Soccer Club Head Coach/Grievance committee.

Policy Guidelines

The job of the Head Coach and the Grievance Committee will be to gain an understanding of what the primary concern of the alleged complaint is so that we can properly address each area of concern.

- The Head Coach of the Club will name someone with the approval of the President to help him screen all complaints coming in by email or phone.
- A phone and email contact will be provided on the club web page to screen the complaints or grievances.
- All complaints will be logged as either Unfounded, General or Serious complaint.
- All Complainants must allow at least 5 business days, pending the severity of the complaint, to respond. Serious complaints will be responded to as a priority over all others
- The appointed Contact person will screen the complaints and send them to the proper department. (8 v 8 Vice President., or the 11 v 11 Vice President)
- Complaints about team systems, playing time, practicing times, training, and other "team and coaching philosophy issues" will be forwarded immediately to the 8 v 8 and 11 v 11 vice presidents to resolve with the appropriate Head Coach of the Age Group.
- Complaints as to harassment (verbal or email), bullying, degrading of players, police involvement, and coaches behavioral misconduct will be forwarded to the Head Coach of the Club.
- The Head Coach of the Club will investigate the matter, and with the approval of the league President , convene a grievance committee (for members of this committee see bylaws)
- Upon completion of the incident, the results will be forwarded to the head of the Trustees.
- The responsible party handling the complaint will inform the coach or parents involved. If the 8 v 8 Vice President, the 11 v 11 Vice President or Head Coach deem it necessary to meet with the team, its parents, and/or its coaches, they can request this of the Head coach and President of the Club.
- If this is deemed necessary hopefully, all concerns (both coaches and parents concerns) can be discussed, worked through and rectified at this meeting.
- Follow-up Meetings will be scheduled if needed and/or desired.

During the phone calls and subsequent meetings, we ask that everyone keep in mind that we are all volunteers, and as such we have responsibility to govern this organization according to U.S.Y.S., and N.J.Y.S. policy and guidelines.

Please be thorough and cover all areas of your complaint so that nothing can be overlooked. When writing your complaint please remember that the coaching staff of the teams being fielded by this club are VOLUNTEERS! We as a club will do everything we can to train, educate, and prepare our coaches to properly train and handle the age groups they are dealing with. Please also remember that we are all human. While certain behaviors will not, and cannot be tolerated by this club, we must always remember the human element of the coaches, parents and children involved. Each coach in our club devotes countless hours working on practice plans, game strategies, coaching techniques and training sessions. Please show them the respect they all deserve when discussing what you perceive as problems on a team

Lastly, everyone will be assured that the details of all discussion will remain anonymous and confidential. No one will know the exact nature of your comments other than the approved personnel and the parties involved. We also ask that all complaints be forwarded with confidentiality in mind. Please include your name and phone number with the complaint and do not to discuss this problem with anyone but those handling the problem.

It is the goal, and aim of the board that all issues can be resolved amicably and without further incident. That is the main objective of the Head Coach, the Executive Board, and the Grievance committee when resolving any conflict that requires our involvement.