



Purpose:

To establish a policy and procedure for complaints within the Soccer Ole' so a process is available to communicate and allow for appropriate and timely resolution. No Soccer Ole' parent, player, coach, team, club or team official may invoke the aid of the courts of the United States or the State of Tennessee without first exhausting all available remedies within the appropriate soccer organizations. Complaints involving individuals, teams, clubs or leagues outside Soccer Ole' shall be dealt with according to USSSA policy.

The Executive Director strongly encourages the resolution of complaints and conflicts at the team or lowest level whenever possible. The Executive Director recognizes that certain situations may not be satisfactorily resolved at the team or lowest level possible, requiring intervention at a higher level within the program organization. Consequently, this document outlines the Soccer Ole's policy and procedure relating to the resolution of complaints.

Applicability:

The procedure contained herein is applicable when resolving issues, as defined below, involving players, parents, coaches, and other individuals who serve Soccer Ole'. Failure to follow these guidelines will be grounds for corrective actions of up to and including expulsion from the Soccer Ole' program. In certain situations, players may be penalized for the actions of their parents or spectators/supporters found to be associated with them.

Description:

Complaints may include, but are not limited to, incidents during Soccer Ole' sponsored events, inappropriate behavior by a coach, player, parent or other individual affiliated with or attending a Soccer Ole' sponsored event. Issues specifically related to team formation/composition and team management matters such as coaching philosophy, decision making, style and playing time should be resolved by speaking directly with the coach. The Executive Director does not consider team formation/composition and team management matters to be acceptable issues.

Procedure:

Step 1. Discuss and report the issue with the head coach of the appropriate team. If this is not feasible or fails to satisfactorily resolve the issue, then proceed to Step 2.

Step 2. Discuss and report the issue to the Age Group Coach. This can be accomplished by personal notification or email. If this is not feasible or fails to satisfactorily resolve the issue, then proceed to Step 3.

Step 3. Discuss and report the issue to the program's Secretary. This can be accomplished by personal notification or email. If this is not feasible or fails to satisfactorily resolve the issue, then proceed to Step 4.

Step 4. The final step is to write a formal complaint to the Soccer Ole' Executive Director with the detailed complaint along with a detailed explanation of actions taken to date to try and resolve the situation and which addresses Steps 1, 2 and 3 above. The detailed written complaint should include:

1. Date of the complaint filing/submission
2. Name, phone number and e-mail address of the person filing the complaint
3. Name of player(s)
4. Team identification, including:
 - o Name of team
 - o Age group
 - o Name of head coach
5. Complete description of issue (include as much detail as possible, including date(s), time(s), location(s), names of witnesses, etc., if relevant)
6. Detailed step by step explanation of actions taken to date in an effort to resolve the problem

The Executive Director will determine if the actions taken to date were appropriate and no further action is required; or whether the issue requires further investigation. If the Executive Director determines that further review is necessary, meetings with the all persons involved would be scheduled to solve the issue.

Potential Offenses along with Potential Corrective Actions:

Offenses may include, but are not limited to, misconduct/unsportsmanlike behavior, disrespect, vulgarity, endangerment to others/fighting, verbal and/or physical harassment.

Corrective actions may include, but are not limited to, verbal warning, accompanied by a meeting with Executive Director; Suspension from all Soccer Ole' participation for a specified period of time; Suspension from Soccer Ole' participation for remainder of season; and other actions as deemed appropriate by the Executive Director for the particular situation.

Confidentiality:

Soccer Ole' recognizes the sensitive nature of certain issues and will take all reasonable steps to insure that the information reported and gathered through investigations shall be kept confidential and only shared with those individuals with a need to know in order to resolve the issue. All parties directly involved and/or affected by a filed complaint and who are allowed to continue to be members of Soccer Ole', will not and should not be subjected to future retaliatory-like actions as a result of the filed complaint.