



Folsom Lake Soccer League Conflict Resolution Process for Recreational Clubs

The following is a conflict resolution process that should be followed by all members of Folsom Lake Soccer League's Recreational Clubs. This will help to ensure timely and efficient resolution of all conflicts without creating an additional load of work for all parties involved.

TECHNICAL COMPLAINT

The following type of conflict would be related to technical teaching of skills, tactics or overall approach to the game. Ex: A coach is teaching players to execute basic passing, dribbling, shooting etc. Parents, players and coaches should be familiar with age specific curriculum with relation to their concerns.

Players and parents with concerns regarding a team should go directly to the coach of that team first. If a concern is unable to be resolved, then that concern should be forwarded to the Club's Coach Manager or Club's Manager. If resolution is still unavailable, then the concern should then be forwarded to the League's Director of Coaching. If the concern is still unresolved, then it will be presented at the League's Honor the Game Committee.

A Technical Complaint Flow Player/Parent > Team's Coach. If unresolved Parent/Player > Club's Coach Manager or Club's Manager > League's Director of Coaching > League's Honor the Game committee > League's Board of Directors.

ADMINISTRATIVE COMPLAINT

The following type of conflict would be anything relating to rules as presented by Folsom Lake Soccer League. This concern should go directly to the Club's Coach Manager or Club's Manager. Coaches are directed to follow the rules. Policies of this nature are enforced by the League as a whole.

Players and parents with concerns regarding a team should go directly to the coach of that team first. If a concern is unable to be resolved, then that concern should be forwarded to the Club's Coach Manager or Club's Manager. If resolution is still unavailable, then the concern should then be forwarded to the League's Director of Coaching. If the concern is still unresolved, then it will be presented at the League's Honor the Game Committee.

An Administrative Complaint Flow Player/Parent > Team's Coach. If unresolved Parent/Player > Club's Coach Manager or Club's Manager > League's Director of Coaching > League's Honor the Game committee > League's Board of Directors.

CONTACT INFORMATION

- See Club's web site for Coach Manager or Manager's contact information
- Director of Coaching for Folsom Lake Soccer League, Paul Kennedy, doc@folsomlakesoccerleague.org
- Chairperson of Honor the Game Committee for Folsom Lake Soccer League, Alan Isham, alan.isham.vp@folsomlakesoccerleague.org