

## Minot Soccer Association Grievance and Communication Policy

Minot Soccer Association encourages direct communication among coaches, players and parents. Players are encouraged to address their concerns directly with **their coach**. However, there is a process that should be followed for resolving issues. The following Parent/Coach 24-Hour Rule applies to all parents involved in Minot Soccer:

- Parents may not approach coaches to voice complaints or displeasure with coaching actions or decisions either during or immediately following any game or practice, neither verbally, nor by written communication. **A period of 24 hours should pass after the game or practice in question.** Failure to observe 24 hour rule may result in disciplinary action as seen fit by the Director of Competitive Programs, the Executive Director, or Board members.
- The first step is for the parent to arrange a meeting to speak directly with the team's coach. This should be done when the coach is not coaching and when there are no other players or parents around. Written requests for a meeting should be directed to the coach alone, and not via group emails to the entire team.
- If the issue is not resolved, the parent may contact the Director of Competitive Programs, Technical Director, or the Executive Director to arrange a meeting. The parent should document steps taken to resolve concerns thus far. At that meeting, all relevant questions and concerns will be addressed by the Director of Competitive or Executive Director in an effort to resolve the issue for the benefit of all involved.
- If an issue remains unresolved, the parent may contact the Club Vice President or Club President. The parent should document, in writing, the steps taken so far to resolve the situation. This may be done by email. MSA personnel will review the information, speak with and/or meet with the appropriate parties to resolve the situation.
- Should an acceptable solution not be achieved, the parent should request that the issue be brought before the Board of Directors at the next regularly scheduled meeting. At discretion of the Board President, an emergency meeting or conference call may be scheduled for a final answer on the issue.