



\*Updated 1/15/24

## **PREMIER ACADEMY TEAM ISSUE RESOLUTION PROCESS**

Premier asks that parents and players maintain exclusive communication with their team head coach if there is an issue related to their Premier Academy team participation. We ask that parents and players wait **24 hours after a game or practice** before contacting a coach regarding any issue unless it is a matter that requires urgent attention. This allows the parent, player, and coach to settle down and think through any possible problems and solutions.

When it is deemed necessary to address an issue, parents and players must follow the protocol below:

1. CONTACT AND SPEAK DIRECTLY TO YOUR TEAM HEAD COACH AND ATTEMPT TO GET THE ISSUE RESOLVED. Most issues can be resolved simply by communicating your concerns with your coach. An open and clear line of communication helps avoid many issues over the course of the season. Don't let your concerns fester.
2. If the team head coach is unable to resolve the problem and issues persist, contact the Premier Director of your location and age group.
3. If the Premier Director for your age group is not able to resolve the issue, please contact Executive Director Greg Bolding.