

FLAGSTAFF SOCCER CLUB

COMMUNICATION POLICY

If a problem arises that involves players, parents and coaches, the policy of the Club is as follows:

- Discuss the problem with the coach. If not resolved then...
- Discuss the problem with the Director of Coaching. If not resolved then...
- Discuss the problem with the Grievance Committee. If not resolved then...
- Contact the Club Secretary and ask to be placed on the agenda of the next Board Meeting.

Prior to any communication, each member of the club (parents, players and coaches) shall follow the 48 hour rule. This allows both sides to reflect on any incident prior to initiating communications. Under no circumstances should emails be used to express problems or opinions. Emails should be used to distribute factual information only. Do not copy the Club President, the Director of Coaching or any other Board member as they will not respond via email.

Most general Club-wide information can be found by visiting the Flagstaff Soccer Club website at www.flagstaffsoccerclub.com. Team-specific information will be disseminated via coaches, team managers and team treasurers. Managers are the conduits of information; coaches are the decision makers. They will work together to keep you informed of team plans and changes to plans when they occur. Most managers will communicate with team members via email. Managers should not use email when an urgent message needs to get out to the team, as a telephone call is the preferred means of sending urgent messages. Please keep Coaches and Managers updated with any changes in email or telephone numbers.

Every attempt should be made to resolve issues and answer questions at the team level. After all avenues of communication have been exhausted and nothing has been resolved, the Club Secretary should be contacted and the issue will be placed on the agenda of the next Board of Directors meeting.

Flagstaff Soccer Club Board members are, with the exception of the Directors of Coaching and the Treasurer, a volunteer group who dedicate countless hours toward the betterment of our Club. Suggestions are always welcome, however, suggestions with proposed action by players, parents and community members are invaluable.