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**LINES OF COMMUNICATION**

**If unable to resolve at team level:**

**STEP 2**

**DIRECTOR**

**STEP 1**

 **MANAGER COACH**

**PARENT**

**(24 hour ‘cool down’ – mandatory)**

**STEP 3**

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**EXECUTIVE**

**NO PHONE CALLS TO THE EXECUTIVE WILL BE ACCEPTED!**

**ALL CONCERNS MUST BE IN WRITING, SIGNED**

**AND CONTAIN THE FOLLOWING:**

**Name, Phone Number, Email address, team name and division, date, time and location of incident or concern.**

**Briefly describe your expected resolution.**