

COMMUNICATION FLOW CHART

Parent, Player, Team Staff with questions or concerns contact:



THEIR TEAM MANAGER or HEAD COACH

Team Managers & Coaches who are unable to resolve issues at the team level contact:



HEAD MANAGER or DIRECTOR OF COACHING

Head Manager or Director of Coaching who are unable to resolve issues at their level contact:



DIVISION DIRECTOR

Division Directors who are unable to resolve issues at their level contact:



VP PROGRAMS & DEVELOPMENT

As needed, the VP Programs and Development may liaise with VP Operations to solve issues and as required may involve the President or other board members.

*Parents, players, team staff and board members must follow this communication flow chart when questions and concerns arise. Board members are expected to resolve issues in a timely manner with good communication throughout the process so not to leave anything pending or unresolved for too long.

RESOLUTION OF TEAM DISPUTES

Occasionally disputes arise within a team of issues such as behavior, discipline, equal floor time, quality of the program being delivered by the coaches, etc. The parents should bring their concerns to the team manager who should work with the coaches and parents to resolve the issues. If you are angry about anything, it is essential that you use the “**24-hour rule**” before approaching the manager, in person, by phone or email.