



Reporting & Support Process for Families

The following guidance is provided to address some misconceptions regarding how concerns or feedback can be raised within the Alliance Academy environment. Above all, we want to reassure every family and player that you are **fully supported and encouraged** to bring forward questions, concerns, or feedback about the program, coaching, or your child's experience — without hesitation and without fear of any negative consequences.

- **No Risk of Retaliation or "Bad Standing"**

Raising a concern **does not** place a player or family in "bad standing," nor will it ever impact their playing status, selection opportunities, or relationship with coaches or staff. We take this very seriously. Our role is to support players and families, not silence them.

- **All Concerns Are Actively Reviewed**

Every concern, big or small, is:

- **Received respectfully**
- **Documented**
- **Reviewed and followed up on**
- **Handled with confidentiality and professionalism**

Even if the outcome is a clarification rather than a change in practice, every family deserves — and will receive — a response.

- **A Safe Space for Open Communication**

We understand that sometimes families worry that speaking up may affect their child's experience, but please rest assured this is **not** how Alliance operates. A healthy high-performance environment depends on trust, honesty, and accountability — from players, families, and staff alike.

- **How to Report Concerns**

Concerns can be shared:

- Directly with your Team/Program Head Coach
- Directly with SYSY/Alliance Technical Lead, Ian Knight (technical@saskatoonyouthsoccer.ca)
- In person, by appointment (info@saskatoonyouthsoccer.ca)

If you are ever unsure who to contact, we will happily direct you to the appropriate person.

We are proud of the growth within the Alliance Academy and remain committed to supporting not just the player on the field, but the individual behind the jersey....and the family beside them!

Please do not hesitate to reach out at any time.

Thank you for your continued trust and partnership.