

Communication Flowchart For Addressing Membership Concerns

START

Parent / Player has concerns with Coach or Team Official. Should the concern involve child/athlete safety or abuse please immediately email PhoenixChildProtection@spdsa.net for confidential reporting. Otherwise proceed to Step one.

STEP 1 – 24-Hour Cool Down Period

Before addressing the concern, the parent/player should wait 24 hours to allow time for reflection and a calm approach. Think of the solution you would like to see moving forward.

STEP 2 – Speak to the Coach or Manager

The parent/player should discuss the concern directly with the coach or team manager. If the issue is not related to their own coach/team, proceed to Step three.

STEP 3 – Contact Phoenix FC Admin Staff (office@spdsa.net)

The admin team will direct the inquiry to the appropriate staff member.

STEP 4 – Contact the Relevant Phoenix FC Program Director

If the issue is still not resolved or persists, escalate the concern to the appropriate Phoenix FC Program Director. Recreation Program (U4-U19) - Josh Pynten (j.pynten@spdsa.net); Competitive Grassroots Boys (U8-U11) - Bernie Soto (b.soto@spdsa.net); Competitive Grassroot Girls (U8-U11) - Colleen Skitsko - (c.skitsko@spdsa.net); Competitive Youth Boys (U13-U19) / Goalkeeping -Lars Hirschfeld (L.hirschfeld@spdsa.net); Competitive Youth Girls (U13-U19) - Vikram Kaushal (v.kaushal@spdsa.net). Please cc. our technical director Bart Choufour (b.choufour@spdsa.net) on all emails.

STEP 5 – Contact the Phoenix FC Executive Director

Final escalation would involve contacting Bernie Soto (b.soto@spdsa.net) directly. Please cc. our Board President Nils Pregitzer (n.pregitzer@spdsa.net) on all emails.

This structured approach ensures effective and respectful communication within the organization while allowing concerns to be addressed systematically.