

SOUTHERN ALBERTA LACROSSE ASSOCIATION COMMUNICATION PROTOCOL

Protocol

1. It is expected parents / guardians will communicate coaching concerns directly to the head coach and concerns with team finances or scheduling to the team manager. If resolution is not achieved at that level the parent / guardian must submit their complaint in writing to the next person in the line of communication.
2. Members making a complaint against a member's actions that violate the code of conduct are to be made directly to their home club's Vice President in writing. The complaint must identify the complainant, respondent, issue, witnesses, time and date.
3. Prior to making a complaint all members must wait 24 hours to allow a cooling off period.
4. Lines of communication in sequence: Parent, Manager/Coach, Division Age Coordinator, Home Club Vice President and/or President, SALA Discipline Chair, SALA Executive, ALA
5. If there is a serious problem, such as concerns for the welfare of a child or an issue that may be criminal in nature, notify authorities and inform the President or a Vice-President of your home club.

Flow Chart

Parent, Player, Team Staff etc. with question or concern



Team Manager



Division Age Coordinator



Home Club President or Vice President



SALA Discipline Chair



SALA Executive



Alberta Lacrosse Association Executive Director