



Winnipeg Phoenix Football Club

POLICIES AND PROCEDURES

ISSUES, CONCERNS AND GRIEVANCES

POLICY STATEMENT

The procedure for resolving Issues, Concerns and Grievances in WPFC is to take the Issue, Concern and Grievance through the following levels in order:

Team Manager

Team Coach

Vice President

President

Board (written – your name must be included)

The decision of the Board is final. The Technical Director will perform the role of ombudsman to resolve issues, concerns and grievances, and if not successful will take them to the Board.

All WPFC representatives involved with the procedures for resolving issues are mandated to exercise a high level of integrity and confidentiality in dealing with Issues, Concerns and Grievances. Some parents are concerned that if they raise an issue, concern or grievance, the coach or director will “hold it against my child”. This is certainly not the case and we encourage you to report to the executive any incidents indicating anything to the contrary.

Team Issues, Concerns and Grievances

Team issues concerns and grievances should be addressed first to the Team Manager and/or Coach. Coaches are expected to exercise a high level of integrity and confidentiality. They want to do the best job they can for the child and parent and deserve to hear the issue so it can be dealt with rather than hearing it second hand or through grumbling in the stands. If the issue is still not being resolved please report it to the Technical Director.

The coach has the ultimate responsibility for the team and will discuss your Issues, Concerns and Grievances with parents; however, some practical etiquette must be remembered. If upset or annoyed about an Issue, or have a Concern or Grievance, about or at a particular game, discuss the issue with the manager or coach the next day. Cooler heads will result in a better discussion and resolution to the issue.

Discuss Issues, Concerns and Grievances privately with the manager or coach.

Treat the manager or coach in the manner you would like to be treated.



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Remember the coach has the best interest of the child at heart. Coaches are expected to exercise a high level of integrity and confidentiality in dealing with Issues, Concerns and Grievances. They want to do the best job they can for the child and parent

Discuss concerns with the coach and manager. Some parents have the misconception that if they raise an issue, concern or grievance, the coach will hold it against my child; this is certainly not the case. The coach would definitely like to know about the Issue, Concern or Grievance so it can be dealt with rather than hearing it second hand or grumbling in the stands.

Coaches in WPFC are and want to be available to talk to parents in the best interest of the team. The coach deserves to hear the Issue, Concern or Grievance you have, from the parent or child first.

APPROVED BY:

PHOENIX SOCCER Inc. Board

DATE OF APPROVAL

AUGUST 7, 2023