

# CONFLICT RESOLUTION & DISCIPLINE POLICY

## PURPOSE

GASC is committed to promoting a healthy and positive environment for all participants, including players, coaches, team and club officials, referees, parents and family members, and fans. The coaches, commissioners/managers, directors and board members are dedicated to providing a safe environment for players. The purpose of this policy is to provide adequate support, maintain a healthy environment, and outline expectations for when a conflict or problem may arise.

## CONFLICT RESOLUTION POLICY

Greenfield Area Soccer Club has developed this policy to create an open line of communication between the club, parent/guardian, player and coach. The open line of communication is expected to be a respectful exchange of each parties' point of view.

Most conflicts are better resolved with an appropriate cooling down period. No conflict between a parent, player, official, or coach should be addressed during or immediately after an event. The event site, practice fields, game fields or parking lots are not appropriate places to handle conflict.

If you have a concern, please call or email to arrange a meeting the following day after the incident. The meeting needs to be in a non-public setting, a private email or via the phone. When possible, conflicts should be resolved internally, to all parties' satisfaction. If your concern has not been addressed to your satisfaction then refer to the Escalation steps listed below.

## MANDATORY 24 HOUR "COOL DOWN" PERIOD

Greenfield Area Soccer Club requires a mandatory 24-hour "cool down" period before addressing a conflict that has occurred. A grievance may be presented in writing to GASC only after 24 hours have expired after the incident in question. The objective of this cooling off period is to deter any person from acting in haste and enables the person or persons filing the grievance the opportunity to rethink and review the circumstances and details of the grievance before final written submission to the GASC.

## ESCALATION

Every organization has and needs an orderly process to use when problems/issues arise. The escalation process for complaints and concerns regarding your soccer experience should be directed according to the following guidelines. Greenfield Area Soccer Club is committed to taking the appropriate action when a complaint is filed by determining a solution that will maintain a healthy and safe environment. Once a complaint is submitted, it will be reviewed by the appropriate parties' and resolved in the interest that imitates the mission of the Greenfield Area Soccer Club.

1. Complaints/ Concerns regarding Greenfield Area Soccer Club:

- **Coaches, assistant coaches, and/or managers** should be addressed with the head coach. If resolution is not satisfactory, document your concerns in writing to the attention of the appropriate program director.
  - **Child's team** should be addressed directly with your child's coach or assistant coach at a proper time and place. If resolution is not satisfactory, document your concerns in writing to the attention of the appropriate program director.
  - **Administrative policies** should be documented in writing and sent to the attention of the Greenfield Area Soccer Club Executive committee.
  - **Player development policies, programs and coaching staff** should be documented in writing and sent to the attention of the Greenfield Area Soccer Club Executive Committee and proper Program Director
2. If, after following the appropriate measures listed above, and resolution is not satisfactory, document your concerns in writing to the attention of the Greenfield Area Soccer Club Executive Committee.

Decisions of the Executive Committee are final and will be communicated in writing to the grieving parties'.

## FORMAL GRIEVANCE POLICY

1. A grievance may be lodged by any person for any violation of the Greenfield Area Soccer Club's bylaws and policies.
2. No grievance will be accepted from any person who:
  - (i) Fails to observe the Club's mandatory 24 hour cooling off period prior to speaking to the Board Member at Large about a grievance,
  - (ii) Is acting in violation of the Greenfield Area Soccer Club's Code of Conduct,
  - (iii) Has engaged in any threatening, abusive or harassing conduct, including verbal abuse,
  - (iv) Fails to file the written grievance within two weeks of the incident in question.
3. No grievance will be accepted that seeks to challenge coaching decisions, except in the areas of player safety.
4. A valid grievance must be in writing, explain the nature of the grievance, the circumstances and indicate the specific provision of the bylaws and policies that was violated.
5. For a grievance to be creditable, details of the grievance are not to be discussed with anyone other than the party(ies) directly involved with resolving the grievance.
6. A valid grievance must be signed and submitted to the Board Member at Large.
7. The Board Member at Large will attempt to resolve the grievance with the parties amicably and in the best interests of the Club.
8. If the matter is not resolved, the Board Member at Large may, in their sole discretion, refer the matter to the Executive Board. If the matter is referred to the Executive Board the Board Member at Large shall present their recommendation for resolving the matter to the Executive Board.
9. The Executive Board may accept the recommendation of the Board Member at Large or may decide that it is in the best interests of the Club to resolve the matter in any manner approved by a majority of the members of the Executive Board.
10. Decisions of the Executive Board are final and will be communicated in writing to the grieving party(ies).

## DISCIPLINARY PROCEDURES

Disciplinary action will follow when a person(s) is in violation of Greenfield Area Soccer Clubs' policies/ procedures and bylaws. Disciplinary steps are outlined below, however, any event deemed egregious may result in immediate dismissal from the Greenfield Area Soccer Club.

Regardless of the level of management (Parent, Coach, Commissioner/manager, Director, or Board) involved in resolving the incident, following procedures shall be followed:

#### VERBAL COUNSELING

A minimum of two responsible management members (i.e. Commissioner and Director) shall conduct a meeting with the party involved at which time they will be notified that they are being placed on verbal notice and future allegations will result in additional action. If further incidents occur and "Written Notice" as described below is warranted, a minimum of a one game suspension shall be enforced. The management members will maintain written documentation of the meeting for future reference, if necessary.

#### WRITTEN NOTICE

Should a second actionable offense occur, the party in question will be provided written notice, outlining the results of the first meeting with the management members and notifying them of a second actionable offense. The written notice shall include:

- Nature of the problem.
- Action to be taken and consequences due to the infraction(s).
- Notification that if the behavior continues and another complaint is lodged, they will be asked to discontinue their relationship with GASC.
- Instructions for appealing the allegations and disciplinary actions to the Board of Directors, should the party in question feel they were unjustly accused or disciplinary actions were not warranted. Appeal notification should be in writing within two weeks of the written notice.
- A copy of the Written Notice shall be provided to the Board.

#### TERMINATION NOTICE

Upon receipt of a third actionable offense, the party involved will be asked to discontinue their relationship with GASC pending review of the allegations. Such notice will be provided in writing and include:

- Nature of the problem.
- Notification that the situation will be brought to the GASC board for review and date and time of that review.
- Notification that the relationship with GASC is suspended pending the GASC board decision.
- Possible consequences which will be enforced.

#### RED CARDS

Any GASC coach, player, member or family member who receives a red card or is ejected from any game will be subjected to a one (1) game suspension for the next scheduled game. (This applies to both league and tournament games.) Anyone who receives two (2) red cards during the soccer calendar year will be subjected to a three (3) game suspension for the next three (3) immediate scheduled games after the second red card is given. Anyone

who receives three (3) red cards in a season will be subject to a disciplinary hearing and shall follow the procedures outlined in "Termination Notice".

#### EMERGENCY PROVISION

The Board reserves the right to remove a member, coach, associate, club agent, family member, volunteer, or anyone else at any GASC event at their discretion and in alignment with the Club's bylaws, for infractions that rise to a level in which removing that person is necessary to either investigate a serious complaint or otherwise keep our membership, staff, fans, and families safe.