

Grievance Policy

RULES FOR FORMAL COMPLAINTS BY PARENTS

It is the opinion of the USSF, the governing body of TSSA and Tennessee Soccer Club (TSC) that the vast majority of concerns and/or complaints received by a youth soccer organization can be adequately addressed internally by the club's Director(s) of Coaching and/or the club's Executive Director.

Tennessee Soccer Club encourages direct communication among coaches, players and parents. **Players** are encouraged to address their concerns directly with their coach. However, there is a process that should be followed for resolving issues. Parents must be informed of their right to make complaints about anything regarding the treatment of their child, but they must also be informed of their responsibility to make their complaints in a formal and orderly way.

- (a) Parents may not approach coaches to voice complaints or displeasure with coaching actions or decisions either during or immediately following any game or practice. A period of 24 hours should pass after the game or practice in question. The parent should arrange a meeting to speak directly with the team's coach. This should be done when the coach is not coaching and when there are not other players or parents around.
- (b) If the issue is not resolved with the immediate coach, the parent may contact the Director of Coaching to arrange a meeting. The parent should document, in writing, the steps taken so far and recommend a solution. This may be done by email.

A grievance should include the following:

Name of Team/Age group

Name of Coach and Team Manager

Name of Player

Complete description of the issue. Include as much detail as needed, including date/time/location if relevant.

Name of person filing complaint and date of the complaint

The Director of Coaching will arrange a meeting with the parent, the coach, and if appropriate, the player to discuss the issues set forth in the written grievance. At that meeting, all relevant questions and concerns will be addressed by the Director of Coaching in an effort to resolve the issue for the benefit of all involved. The Director of Coaching will address the matter within 72 hours after the meeting by written communication to the parent and the coach. Unless unable to contact the parent or coach, the DOC should first call the parent and coach to inform them of his/her decision prior to issuing his/her written decision. Except for unusual circumstances, the decision of the Director(s) of Coaching on soccer related issues are final. If the matter involves a violation of the TSC Coaches Code of Conduct or the TSC General Code of Conduct, the Director of Coaching shall provide a copy of the written grievance to the Executive Director for further review and possible referral to a Disciplinary Committee.

- (c) If the issue remains unresolved, the parent may contact the Executive Director. Notice of the Appeal must either be postmarked or be delivered to the Executive Director within 10 calendar days of the postmark on the Director of Coaching's decision. The parent should document, in writing, the steps taken so far to resolve the situation, the reasons for disagreeing with the coach's and Director of Coaching's decisions, and any other information the parent believes is relevant to the issue. This may be done by email. The Executive Director will review the information, speak with and/or meet with the appropriate parties to resolve the situation. Violations of TSC's Coaches Code of Conduct or General Code of Conduct may be referred to the Disciplinary Committee. The Executive Director will respond within seven (7) days of receipt of your letter.
- (d) The decision of the Executive Director is final on any matter that does not involve a violation of TSC's Coaches Code of Conduct or General Code of Conduct. As noted above, violations of TSC's Codes of Conduct may be presented to the TSC Disciplinary Committee as may be established in accordance with TSC Board of Director's policy. The imposition of formal disciplinary action by the Executive Director and/or the Disciplinary Committee may be appealed to the Board of Directors by notice to the President of the Board of Directors within 10 days of the receipt of notice of the discipline to be imposed. The Board of Directors has the authority to allow the disciplinary action to stand or be held in abeyance pending the Board's review of the matter and the Board of Directors' decision following a review of the matter is final.

Correspondence

All written correspondence may be addressed to the appropriate party and mailed to the following address:

Tennessee Soccer Club, Inc.
P.O. Box 3013
Brentwood, TN 37024

*Any coach or board member who is both the subject of a complaint and a member of the disciplinary committee must be temporarily removed, for the duration and purpose of the grievance, from the disciplinary committee and replaced with another board member not named in the complaint.

*A disciplinary committee will include 1 member of the board, 1 parent of TSC (not on Board), Executive Director, 1 current uninvolved coach of TSC, and 1 additional TSC representative selected by the Executive Director.