



## **Tennessee SC – Player/Parent Issues involving the Coach\***

When a player or parent has issues with the coach, the player/parent will follow the procedure steps below to resolve the issue:

- Observe a 24 hour cool down rule following the last game of the event.
- Discuss the issue with the team manager, unless the head coach has given permission to the entire team to skip this step.
- Discuss the issue with the head coach. In the Academy Age groups, player/parent should speak with the lead coach in the age group.
- Parent/Player will contact the appropriate gender DOC. The DOC's, Assistant DOC's, and Academy Directors (if needed) will meet to discuss the issue and respond.
- All issues reported and resolved at the DOC level will be shared with the corresponding age group representative: VP Competitive Boys, VP Competitive Girls, VP North Academy, or VP South Academy.

\* Note that parents/players that have issues involving a violation of the TSC Code of Conduct for Coaches, TSC Coaches Expectations, TSC Travel Policy, or any TSSA Policy violation will need to report them directly to the gender specific DOC as outlined in the TSC Disciplinary Policy.