



Conflict Resolution Policy



Tormenta FC Academy encourages an open forum for parents and players to express their concerns when presented in a manner that is appropriate and constructive. Players are encouraged to address their concerns directly with their coach. Remember, there is a time and place for everything. If you need information or wish to ask questions concerning coaching decisions, arrange a meeting with the coach. Concerns or criticisms are welcome but should be expressed away from training sessions and games. Every effort will be made to address problems or concerns of our members in a fair and consistent manner. In the event of a disagreement the following procedure should be followed when addressing concerns

24 Hour Rule - Games are extremely emotional for players, parents and coaches. Parents and coaches should not discuss individual player problems concerning the team or their child for 24 hours following a game or training session. This allows all a cooling off time and opportunity to discuss the child without the emotion of the game or training session as well as avoid regrettable public confrontation.

- **Step 1- Discussion with Team Coach:** The member first discusses his/her issues or concerns with the coach. Whether player evaluations, feedback, discussions, or grievances, individual conferences between coach and parents/player should follow the guidelines below. These meetings shall not interfere with practices or games. Initial communication can be made through email, but conferences need to be made by appointment.

Stage	Age	Conference Between Coach and:
Development Stage	8U – 10U	Parent only
Team Stage	11U – 14U	Parent and Player
Recruitment Stage	15U – 19U	Player Only and Secondary Club Staff

- **Step 2- Discussion with the Program Director:** If after discussing the issue with the Team Coach the issue is not resolved, he/she can present the issue to the Program Director for your child's age group.
- **Step 3- Discussion with the Vice President:** If the member is not satisfied with the discussion with the coach and program director, it can then be presented to the Vice President.