

CRONULLA RSL YOUTH SOCCER CLUB

A Division of Cronulla RSL Sub-Branch Youth Club Inc.



DISPUTE RESOLUTION PROCEDURE BETWEEN PLAYERS

If a Player has concerns about the behaviour and/or attitude of another Player (same team or otherwise):

- Players/Parents should not take matters into their own hands. They should refer the matter to the Coach, Team Manager and/or the Age Group Manager who will decide the appropriate action to follow.
- If the matter warrants the intervention of the Club Vice President (Association and Player Liaison), the matter will be investigated by this person and he/she will adjudicate to the best of their ability and in the best interest of the Club.

BETWEEN THE PLAYER/PARENT AND THE COACH

Our Coaches invest a lot of time and effort to try to improve the soccer skills of all players. Players/Parents are asked to fully support their coach and where possible assist the coach to ensure training and match days run smoothly.

If a Player/Parent has concerns about the behaviour or attitude of a Coach:

- Inform the Team Manager that they would like to speak to the coach or personally ask the coach for a meeting at a time convenient to the coach. At NO time should a Parent confront a Coach during training or while a game is in progress. If the Player/Parent wishes, they may withdraw their child and arrange a meeting with the coach.
- The Player/Parent must not let the situation become heated.
- If the Player/Parent feels that they are not able to resolve their problem after speaking to the Coach or if they don't think they can resolve their problem by speaking to the Coach, then they should contact their Age Group Manager and make a meeting to discuss the situation, preferably in writing via email.
- The Age Group Manager will then talk to the Coach and try to resolve the dispute or may consult with the Club Vice President (Association and Player Liaison) to convene a mediation process.
- The Age Group Manager +/- the Club Vice President (Association and Player Liaison) will mediate at a meeting between the Coach and the Player/Parent and attempt to resolve the problem.
- If mediation doesn't work then the Club Vice President (Association and Player Liaison) will adjudicate to the best of his/her ability and in the best interest of the Club.

Please Note: If a number of Players/Parents have similar concerns then they should put these in writing and email/send these to the Age Group Manager. At NO stage should parents abuse or threaten a coach. Any breach of this could result in Players/Parents and/or their child being either suspended or expelled from the club. Coaches must be treated with respect and any disputes should be resolved amicably wherever possible.



BETWEEN THE COACH/TEAM MANAGER AND THE PLAYER

If you have concerns about a Player's behaviour or attitude:

- Talk to the player and express your concerns. If the player is 14 years of age or younger, you must always speak to the child in the presence of their parent.
- If there is a further incident with the player, and you are still not satisfied with the behaviour of the player, you should again speak to the player +/- a parent and make them aware that future indiscretions will not be tolerated. At this point, you must inform the relevant Age Group Manager, preferably in writing via email.
- If the behaviour of the player does not change, the player will be spoken to by the relevant Age Group Manager and, if necessary, may be required to address a Committee chaired by the Club Vice President (Association and Player Liaison) to explain his/her behaviour.
- If a situation arises at Training/ Matches that requires some immediate action, the Coach/Team Manager will adjudicate to the best of their ability and in the best interest of the Club. The matter must then be referred to the Age Group Manager and/or the Club Vice President (Association and Player Liaison) for further investigation.

BETWEEN THE COACH AND A PARENT

If a Coach has concerns with a Parent's behaviour or attitude:

- Talk to the Parent about their concerns, and do this where possible, in the presence of their Team Manager. If the Team Manager is not present, then they must report the concern to the Team Manager as soon as possible.
- The Coach must not let the situation become heated. Always talk to the Parent away from the field of play, unless this is not possible.
- If the Coach is unable to resolve the problem amicably, then they should refer the matter to the relevant Age Group Manager, preferably in writing via email.
- The Age Group Manager will then talk to the Parent and try to resolve the dispute or may consult with Club Vice President (Association and Player Liaison) to convene a mediation process.
- The Age Group Manager +/- the Club Vice President (Association and Player Liaison) will mediate at a meeting between the Coach and the Parent and attempt to resolve the problem.
- If mediation doesn't work then the Club Vice President (Association and Player Liaison) will adjudicate to the best of his/her ability and in the best interest of the Club.



CONCERNS RELATED TO OPPOSITION TEAMS

If a Player, Coach, Manager or Parent has an issue with an Opposition Team:

- Where possible the matter should be raised directly with the Opposition Coach or Manager and dealt with in a non-confrontational manner
- If this is not possible, then the matter of concern should be reported to the Ground Manager/Central Ground Controller at Solander or of the Host Club at an away game.
- For incidents notified to our Club at Solander, the Club President or Secretary will then liaise with their counterpart at the Opposition Club involved in order to discuss and where possible resolve the issue of concern