



## South Carolina United FC Conflict Resolution Policy and Procedure

The following procedure should be followed regarding any problem, issue, concern or question regarding South Carolina United FC.

- Any problem, issue, concern *and/or* question must first be addressed within the team. Questions regarding fees, payment, uniform, etc ... should be addressed with the Team Manager. Any other question, comment or concern should and **MUST** be addressed with the Head Coach of that team. After a player/parent has addressed his/her coach and the issue cannot be resolved the Head Coach will contact the Director(s) of Coaching (DoC) in charge of that age group.
- The Director(s) of Coaching (DoC) will address the concern with the parent/player/coach and resolve the matter as they deem appropriate. If the matter cannot be resolved at this level, then it is handed over to the South Carolina United FC Compliance Officer.
- South Carolina United FC Compliance Officer will resolve the matter justly, and in a manner that is best for all parties involved. If the complainant is not satisfied with the decision, they could appeal to the Board of Directors.
- In more serious situations, law enforcement officials may be asked to intervene.

\*\*\*Please note that depending on the severity of any issue, a call could be made for direct intervention from the highest level, but otherwise please follow the chain of command:

1. Player/parent
2. Team Manager
3. Head Coach
4. Director of Coaching
5. Compliance Officer
6. Board of Directors