



Huntsville Soccer Club Intra-Club Coaching Conflict Resolution

2008

First Level

Understanding there will be basic conflicts in playing time, coaching philosophy, and tactical decisions between coaches and parents, HSC encourages individual teams to strive for self-resolution before seeking the help of the Board of HSC, the General Manager & DOCO of Div. I (GM), or the Deputy General Manager (DGM) & DOCO of Div. II - IV.

Discussions between the coach and concerned parents are encouraged and are the quickest and most clear way of understanding the coach's philosophy and ideas regarding player and team development. The manager is also instrumental in conveying the thoughts of the team to the coach and providing the team with feedback from the coach. Quite often, the coach will not address the parents directly because the players monopolize the majority of the coach's time. As such, the manager can be very helpful in "keeping peace" on the sidelines. For this to be effective, communication between the coach and manager is critical.

If a problem or perceived conflict begins to develop and the team or individual wishes for HSC to become aware of the circumstances, the team or individual is required to submit to the team manager a written statement of detailed events leading up to and including the problem at hand. This written statement should also include the names of all concerned parents (e-mail is an acceptable form of communication). The coach is required to respond, in writing, to the manager and the manager is responsible for providing copies of the complaint and response to the GM, DGM, and the President of HSC. The manager should forward these in the order received, i.e., the complaint is forwarded first and then the response from the coach.

Second and Final Level

If the team or individual is not satisfied with the resolution provided by the coach, the manager will submit a formal written complaint to the appropriate DOCO, copy the other DOCO and the President of HSC. This notice should include any updates after the original communication efforts. To improve communication efforts, the governing DOCO will use the team e-mail to distribute progress reports. This will keep the team well informed of the planned action of the HSC staff and should eliminate any guesswork on the teams behalf due to perceived non-action. The governing DOCO will meet with the coach and present the complaint. If necessary, the governing DOCO may elect to meet with the team to further discuss the situation. The governing DOCO will then be responsible for implementing a plan of action geared at problem resolution. The governing DOCO may employ the efforts of the other DOCO at anytime to assist in achieving resolution.

The governing DOCO will strive for a resolution, which preserves in order of preference, the benefit of the players, the HSC, the coaching staff, and the parents. The governing DOCO will consider each factor, although each does not carry the same weight. The bottom line is that we are here to develop soccer players and children. As such, we will address all issues accordingly.

If the conflict involves the GM & DOCO of Div. I, the team manager may immediately escalate the matter to the DOCO of Div II – IV and vice-versa. All other cases, including when the coach is the DOCC or ADOC, should be handled through the GM as described above. If unresolved, the issue will be brought before the President. Upon escalation, the President may appoint a board member, to include himself, to handle the matter as described above in the place of the GM.