



Loudoun Soccer Line of Authority & Issue Escalation Policy



Overview:

Questions, concerns, issues, and conflicts occur each season. In order to address these matters in a timely, professional, and deliberate fashion, it is critical that they are brought forward to the appropriate person or parties first for action to occur.

The following policy exists for all members of Loudoun Soccer – players, parents & families, coaches, volunteers, referees, and employees – to follow in order to resolve issues that arise. It represents both a line of authority, as well as an order to escalate in the event the resolution is not to the member's liking.

These matters should be addressed in the following order, due to the relative involvement of each party at each level. In most circumstances, the person with the grievance is expected to attempt to resolve it directly with the person in question first.

Failure to follow this policy (e.g., contacting the Board of Directors immediately instead of a Program Manager) may result in the issue being ignored completely or not addressed in a timely fashion, as it is not being directed to the attention of the appropriate party.

Depending on the nature of the issue, the point of contact reserves the right to escalate the issue themselves to the next level to better resolve the matter.

Individuals requesting information or a decision on a specific matter must recognize those involved in addressing the issue must be afforded time to do so, and may be limited in their ability to do so immediately due to their other responsibilities within the club.

Note Regarding Referees:

Disputes regarding referee interpretations of the Laws of the Game -- in other words: their judgment -- are not issues to bring to the attention of Loudoun Soccer in any way, shape or form. No protests regarding referee decisions are heard, nor are referee decisions overturned.

Issues involving inappropriate or unprofessional conduct by a referee within a Loudoun Soccer event may be directed toward the attention of our Referee Director via email at refdirector@loudounsoccer.com and/or the representatives listed within each program below.



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Issue Escalation Path - Rec and Minis Programs:

Families with questions or issues should contact the following people in order to resolve their matter:

Parent/Players (non-coach):

1. Their team's coach if issue is team or coach related (e.g., a disagreement with the coach's actions, playing time, a conflict with a teammate, etc.). If unrelated to team but program related then...
2. Program Manager:
 - A. Rec Program Manager for 1st Grade and Older;
 - B. Mini Soccer Program Manager for Micro and Minis (Kindergarten and younger).
3. Director of Player Development
4. Technical Director and/or Executive Director
5. Board of Directors

Coaches:

1. Within your team first if issue team-related (e.g., player behavioral issues, inappropriate parent sideline conduct, etc.)
2. Age Group Coordinator
3. Program Manager:
 1. Rec Program Manager for 1st Grade and Older;
 2. Mini Soccer Program Manager for Micro and Minis (Kindergarten and younger).
4. Director of Player Development
5. Technical Director and/or Executive Director
6. Board of Directors



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Issue Escalation Path – Travel

If the issue is team-related (a matter involving the decisions or actions of the Coach, or another player or family)

1. Coach
2. Travel Director of Coaching and/or Travel Program Manager.
3. Technical Director and/or Executive Director
4. Board of Directors

If the issue is club-related:

1. Travel Director of Coaching (on-field issues) and/or Travel Program Manager (administrative issues)
2. Technical Director and/or Executive Director
3. Board of Directors

Issue Escalation Path – ECNL

If the issue is team-related (a matter involving the decisions or actions of the Coach or Team Administrator):

1. Coach
2. Boys or Girls ECNL Director
3. Travel Director of Coaching
4. Technical Director and/or Executive Director
5. Board of Directors

Issue Escalation Path – Adult League

1. Adult League Director
2. Technical Director and/or Executive Director
3. Board of Directors

Issue Escalation Path – Camps

1. Director of Camps
2. Technical Director and/or Executive Director
3. Board of Directors