

Indianola Soccer Tribe

Conflict Resolution & Code of Conduct Policy

This policy was developed to create and maintain an open line of communication between the organization, parent/guardian, player and coach. Communication that takes place during conflict resolution should be a respectful exchange of each parties' viewpoints.

Most conflicts are better resolved after a cool down period. No conflict between players, parents, coaches or officials should be resolved during or immediately following the event. Practice fields, game fields and parking lots are not appropriate areas to resolve conflict.

All concerns should be emailed to indianolasoccer@gmail.com the day following the incident. A board member will reach out to arrange a private meeting (face-to-face, email or phone). When possible, conflicts should be resolved internally. If your concern has not been addressed to your satisfaction, please refer to the Escalation procedure listed below.

Mandatory 24 hour Cool Down Period

Indianola Soccer Tribe requires a mandatory 24-hour cool down period before addressing a conflict. A grievance may be presented to IST in writing only after the 24 hour period has expired. The intention of the cooling off period is to deter any individual from acting in haste. This period also allows the individual filing the grievance the opportunity to review the details of the incident before final written submission to IST.

Escalation

Every organization needs an orderly process to use when issues arise. The escalation process for complaints/concerns related to soccer should occur according to the following guidelines. Indianola Soccer Tribe is committed to taking appropriate action by implementing a solution that maintains a safe and healthy environment for all athletes, coaches and officials. Complaints will be reviewed by the appropriate parties' and resolved in a manner that reflects the mission of Indianola Soccer Tribe.

1. Complaints/Concerns regarding:
 - a. **Coaches and assistant coaches** should be addressed with the head coach. If resolution is not satisfactory, document concerns in writing and send via email to indianolasoccer@gmail.com.
 - b. **Player's team** should be addressed directly with your player's coach or assistant coach at a proper time and place. If resolution is not satisfactory,

Code of Conduct Policy

Player and Parent Code of Conduct can be found [HERE](#).

Players who consistently violate the Player Code of Conduct are subject to the following disciplinary procedures:

- Initial violation: A minimum of two responsible organization members (i.e. Director of Coaching and head coach) will arrange a meeting with the player involved and the parent/guardian. At this time the player and parent/guardian will be notified that this is a verbal notice and future allegations will result in additional action. If a 2nd violation occurs, a minimum of one game suspension will be enforced. The board member(s) present at this meeting will document the meeting in writing for future reference, if necessary.
- 2nd violation: parent/guardian of player involved will receive a written notice from the Indianola Soccer Tribe Board, outlining the first violation and notifying them of the 2nd. The written notice will include:
 - Description of the problem
 - Action to be taken and consequences due to violation
 - Notification that if behavior continues and another complaint is submitted, the player will be asked to discontinue their relationship with IST.
 - Instructions for appealing the allegations and disciplinary actions to the Indianola Soccer Tribe Board, should the involved party feel they were unjustly accused or unwarranted. Appeal notification must be submitted in writing within two weeks of the written notice.
- 3rd violation: the player involved will be suspended pending IST Board review of the allegations. This notice will be provided in writing and will include:
 - Description of the problem
 - Notification that the relationship with IST is suspended pending the IST Board decision
 - Should the IST Board substantiate the allegations, the player's relationship with IST will be terminated

Decisions of the Indianola Soccer Tribe Board are final and will be communicated in writing to the parent/guardian of the player in question.

Emergency Provision

The Board reserves the right to remove a player, coach, family member, volunteer or anyone else at any IST event for incidents that rise to a level in which removing the individual is necessary to either investigate a serious offense or keep our players, coaches, officials, fans and families safe.