



LAKEVILLE SOCCER CLUB

Conflict Resolution Policy

Purpose

Problems, misunderstandings and frustrations may arise during your soccer experience. It is Lakeville Soccer Club's intent to be responsive to its members and their concerns. Therefore, a member who is confronted with a problem must use the procedure described below to resolve or clarify his or her concerns.

The purpose of this policy is to provide a quick, effective and consistently applied method for an LSC member to present his or her concerns to the club and have those concerns internally resolved. To ensure the proper channels are utilized and establish trusting relationships, we ask that members strictly follow the steps listed below.

The most common concern we typically see in youth soccer is playing time. While LSC does encourage equal playing time, we also recognize there are certain circumstances or levels of play where this may not happen. Our expectation is for families to communicate with their individual coach first on the topic. Coaches are informed by club leadership that these must remain healthy conversations and are a great way to give feedback to enhance player development. As players get older, we encourage these conversations first happen between player/coach.

Procedures

Lakeville Soccer Club requires that our members take a 24-hour "cool down" period before addressing a conflict that may have occurred. Concerns regarding your soccer experience should be directed according to the following guidelines.

As club leaders, we prefer to address concerns specific to your individual player. To avoid confusion or misrepresentation that might arise when one person speaks for others, we ask that reporting be a representation of your own experience.

Step 1: Discussion with Head Coach or Trainer

- Initially, concerns regarding your own team experience or opposing coaches, assistant coaches, and/or managers should be addressed with your head coach. To develop positive communication lines, we encourage these initial concerns be communicated in person or via phone. Written follow up emails to be included if necessary.

Step 2: Written Concern to assigned Technical Director

- If the discussion with your Head Coach or program lead does not resolve the problem, document your concerns in writing to the attention of the age-appropriate Technical Director or immediate program director below.
 - BU9-U12 Technical Director - Peter Munkittrick - pmunkittrick@lakevillesoccer.org
 - BU13-U19 Tier 1 Technical Director - Andrés Leza - aleza@lakevillesoccer.org
 - BU13-U19 Tier 2 Technical Director (interim) - executive@lakevillesoccer.org
 - GU9-U12 Technical Director - Brie Rosga - brosga@lakevillesoccer.org
 - GU13-U19 Tier 1 Technical Director - Dylan Hammerschmidt - dhammerschmidt@lakevillesoccer.org
 - GU13-U19 Tier 2 Technical Director - Johnny LeMoine - jlemoire@lakevillesoccer.org
 - Recreation Director - Jorey Erickson - jerickson@lakevillesoccer.org

Step 3: Written Concern to Executive Director

- If the discussion with your Program Director does not resolve the problem to your satisfaction, or if the Program Director does not respond within 48hrs, the member may submit a written concern to the Executive Director.
- All details regarding the concern should be included - date of incident/s, date of meetings with Head Coach and Program Director, copy of Program Directors written response, or summary of verbal response. If the Program Director provided no response within 48hrs, the concern should state this.

Step 4: Executive Director & Board

- If the Executive Director feels the concerns fall underneath the LSC Member Code of Conduct, the LSC Board will then be included to follow the LSC Member Code of Conduct Procedures.