

Bend FC Communication & Complaint Resolution Procedure

Introduction

Bend FC is committed to providing a positive, safe, and rewarding soccer experience for all players and families. Clear communication between parents, players, coaches, and administrators is essential to achieving this goal. The following “Communication Guide” and “Complaint Resolution Procedure” outline the proper steps for addressing questions, concerns, or conflicts within the club.

- Reminder- Players and parents of Bend FC are expected to follow all Bend FC policies and rules including all league, tournament, event, and OYSA policies.
- Bend FC must follow all US Soccer, GA, and US Youth Soccer member policies.

Communication Guide for Parents

Communication You Should Expect from the Coach or the Club

- Coaching philosophy and developmental goals
- Expectations for your child and the team
- Practice and game locations and schedules
- Team requirements (fees, attendance, uniforms, etc.)
- Procedures for injuries and return to play
- Player Code of Conduct and relevant league or tournament rules (OYSA, GA, etc.)
- Notice of schedule changes or conflicts
- Encouragement to communicate concerns directly with the coach

Procedure to Resolve Parent/Coach Disagreements

Whenever a complaint is made directly to the Bend FC Board, Executive Director, or administrative staff, it will be referred to the **Director of Coaching (DOC)** as the first point of review. The coach or volunteer who is the subject of a complaint will be notified promptly.

Direct Conversation

Most issues are best resolved through direct, respectful communication.

Step 1: Coach/Player/Parent Meeting

In most cases, the coach, player (if appropriate), and parent will meet together to review facts, clarify misunderstandings, and seek a positive resolution.

Step 2: Involvement of the Director of Coaching (DOC)

If the concern persists or no resolution is achieved, the DOC will meet with the parent and coach to review the situation, assess both perspectives, and attempt to mediate a resolution consistent with club policies and values.

Step 3: Executive Director (ED) or (EGM) Review

If no resolution is reached after Step 3, the DOC may request the Executive Director become involved. The ED may review communications, meeting notes, and any relevant documentation to make a determination.

Step 4: Board Review (if applicable)

In rare or escalated cases, the Executive Director may request a formal review by the Bend FC Board of Directors. The Board's decision will be final.

Player Safety & Misconduct Concerns

Bend FC takes all player safety and misconduct concerns seriously. Any report involving player safety, abuse, harassment, or misconduct will be handled immediately and confidentially following U.S. Soccer SafeSport and law enforcement protocols.

Parent Misconduct Concerns

Any report involving parent or spectator abuse, harassment, or misconduct will be handled immediately and confidentially following U.S. Soccer SafeSport and law enforcement protocols.

Policy 531-9

U.S. Soccer Federation's Referee Abuse Prevention Policy. Effective March 1, 2025, this policy introduces strengthened sanctions and guidelines to prevent and penalize physical and non-physical misconduct toward game officials and their protected parties during youth and amateur matches.

Step 1: Report

Concerns are reported to the Director of Coaching (DOC) or Executive Director (ED) immediately.

Step 2: Review/Investigation

The DOC or ED investigates or reviews the complaint, including interviews and documentation as necessary.

Step 3: Mandatory Reporting

If applicable, the DOC or ED files a police report or U.S. Soccer SafeSport report in accordance with mandatory reporting laws.

Step 4: Temporary Leave (if applicable)

If the report involves a coach, staff member, or volunteer, that individual may be placed on administrative leave pending the outcome of the investigation.

Step 5: Coordination with Authorities

The Club Administration will cooperate fully with **SafeSport, U.S. Soccer**, and/or **law enforcement** representatives as required.

Step 6: Determination & Consequences

If U.S. Soccer or Safesport recommends the club take action:

US Soccer and US Soccer Player Safeguarding policies and Safeguarding matrix will be followed:

The Club may impose appropriate actions including, but not limited to:

- Removal from team
- Suspension
- Probation
- Additional education or training
- Employment or volunteer termination
- Mentoring
- Supervision

Summary

Bend FC values open communication, accountability, and player safety. Parents are encouraged to follow this communication pathway to ensure fair and effective resolution of concerns. Player well-being and respectful collaboration remain the foundation of our club community.