



## Parent Concern Protocol

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Step One

### Coaching Staff

If you have any questions or concerns, the first person to speak to is your child's coach. The coach can help with:

- Any questions about practices, games, plans for the team (tournaments, leagues)
- Coaching decisions (including playing time)

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Step Two

### VP of Rep or VP of HL

If you would like more information or would like to discuss your questions or concerns after speaking to the coach, the VP of Rep or VP of HL can help. They can help with:

- Concerns about schedules (i.e. games, practices)
- Code of Conduct (parents, players, coaches)
- GSC Policies and Procedures

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Step Three

### GSC Director of Complaint Resolution

If you would like more information or would like to discuss your questions or concerns after speaking to the coach and VP of Rep or VP of HL, the Director of Complaint Resolution can help.

This is a formal process to handle:

- A. Concerns that remain unresolved from Step 1 and 2
- B. Complaints with regards to violence or harassment on or off the field of play or abusive remarks or violent actions from its coaches, players, members or parents in any circumstances.

To register a complaint with the Director of Complaint Resolution, please send an email to [info@georgetownoccerclub.com](mailto:info@georgetownoccerclub.com) with the following information:

1. your name and contact information
2. summary of the complaint (please provide specific dates and details of incidents when possible)
3. include names of witnesses when possible

Please note that registering a complaint cannot be done anonymously. Your name may be shared with appropriate individuals, including the individual named in the complaint.