

Arsenal Colorado Grievance Process

Objective:

It is Arsenal Colorado's intent to provide a safe and positive experience to all members. All participants including players, coaches, parents, spectators, staff and referees are expected to conduct themselves in a manner consistent with Arsenal Colorado and Colorado Soccer Association rules, guidelines, and procedures. It is recognized that occasionally an issue may arise that requires a defined process in order to lead to a successful resolution. The Arsenal Colorado grievance process is designed to provide an individual a consistent opportunity to communicate an issue or concern to achieve a positive outcome. Please adhere to the steps outlined below.

Process:

1. 24 hour Cooling Off Period. There are to be no grievances aired during or immediately following a practice or game. It is recognized that this waiting period is in everyone's best interest as often emotions and tension can be high at this time. Participants must all agree to wait a minimum of 24 hours after a practice or game before initiating communication regarding an issue.
2. Most issues are best solved through positive direct discussion. Any grievance should first be brought to the attention of the head coach of the team. Both parties should agree to attempt to reach a resolution in a positive manner.
3. If the problem is not solved in a satisfactory manner at the coach level or if that approach is not feasible, contact should be initiated with the Director of Coaching responsible for the age group in question. The Director will work with the member to attempt to achieve a successful resolution.
4. If the issue is still not resolved satisfactorily it should be brought to the attention of the Technical Director who will coordinate with the appropriate Director of Coaching and coach to facilitate a resolution.
5. Grievances that cannot be solved by the steps outlined above should be brought to the attention of the Executive Director. The Executive Director will engage the member as well as involved coaches and staff to attempt to reach a resolution.
6. It is expected that most grievances will be solved by direct communication with the immediate parties involved. The Board of Directors may choose to hear any unresolved grievances if the issue is deemed in the best interest of the Club to hear and the grievance process has been exhausted.

For grievances not involving an Arsenal Colorado team or coach the issue should be initially brought to the appropriate employee to attempt to reach a positive resolution. If the grievance is not resolved satisfactorily remedies as outlined in steps 5 and 6 above can be utilized.

In any instance where state or local laws may have been broken or where a serious breach of Colorado Soccer Association or Arsenal Colorado policies may have occurred, the Executive Director shall be notified directly.

Arsenal Colorado Staff will document in writing all grievances that reach step 3 and beyond.