

LAKEWOOD SOCCER ASSOCIATION
PROCEDURE DOCUMENTATION FORM

ITEM	DESCRIPTION
#0016	Resolving Team Disputes
Lead	LSA Recreation and Travel Commissioners
Review Dates	March, August and as needed
Step 1.	<u>Policy Communication</u> - At the coaches meetings prior to each season in March and August , LSA's Commissioner's are required to communicate this procedure in full verbally or in writing.
Step 2.	<u>Reporting Policy</u> - LSA encourages all of its participants to continuously expose and uncover any problems that may impair the enjoyment of any program participant, in a spirit of courtesy and friendship. Therefore, LSA encourages participants as a first step, to discuss any concerns they have with the coach, assistant coach or manager of a team. It is our desire to avoid creating "poisoned" environments around teams where participants only complain to one another instead of moving quickly to resolve problems. LSA's following dispute resolution procedures are intended to address only those situations where a conversation with the coach, assistant coach or manager has FAILED to result in a satisfactory resolution of a problem or dispute.
Step 3.	<p><u>Verbal Complaints</u> - The Commissioners should stay in contact with teams during the year. Most disputes are first voiced in-person or by phone.</p> <ul style="list-style-type: none"> • <u>Communication</u> - The appropriate program Commissioner should promptly communicate with the complaining party to listen and probe for solutions. • <u>Action</u> - The appropriate program Commissioner should promptly speak with the other parties, and respond to all parties with a solution (if possible) or the next steps. • <u>Documentation</u> - If a verbal complaint cannot be resolved satisfactorily to any party to the dispute by the above means, the appropriate program Commissioner should ask the unsatisfied party to submit their complaint in writing to the LSA Director of Coaching. • <u>Report</u> - At each LSA meeting the Director of Coaching should briefly report on the status or resolution of any disputes mediated since the previous LSA Board meeting.

This procedure approved by the LSA Board at its 3-6-03 meeting.

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Step 4.	<p><u>Written Complaints</u> - When a complaint escalates to the written level:</p> <ul style="list-style-type: none">• <u>Report</u> - The appropriate program Commissioner Contact should consult with the Director of Coaching or one of LSA Executive officers.• <u>Investigation</u> - In time sensitive situations, the officers will hold a phone vote to authorize the Director of Coaching to conduct an investigation and establish its scope and completion deadline. In cases that are not time sensitive, the Director of Coaching should make the request for an investigation to the full LSA Board at its regular meeting.• <u>Report</u> - As soon as the investigation is completed, which normally involves documenting conversations with all parties, the Director of Coaching should report both findings and recommendations to LSA's officers or the full Board as the urgency of the dispute dictates.• <u>Action</u> - As the urgency of the dispute dictates, the Officers or the full LSA Board shall vote to take action on the complaint.
Step 5.	<p><u>Sanctions</u> - Following an investigation, in the event of a finding against any party to a dispute is deemed necessary, the Officers or LSA Board shall issue in writing one of the following sanctions:</p> <ol style="list-style-type: none">1. <u>Reprimand</u> - A negative finding that serves as a warning, but does not limit the participation of the party in the dispute so served in LSA programs or activities.2. <u>Probation</u> - Whenever a second reprimand is served on a party to a dispute, related to a subject different than the party's first reprimand, the party so served shall be notified in writing that a third offense on any subject shall be grounds for a one-year suspension from participation LSA programs or activities.3. <u>Suspension</u> - Whenever a second reprimand is served on party to a dispute related to the same subject as the party's first reprimand, or whenever a third reprimand is served on a party to a dispute for any reason, the party so served shall be immediately suspended from participation in LSA programs or activities for a period of one-year.
Step 6.	<p><u>Privacy Protection Policy</u> - It is the policy of the LSA Board to expunge files for all investigations three years after the date of the Board action taken concerning the dispute.</p>

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