



Questions and Concerns

Occasionally, questions and concerns will arise that cannot be answered or resolved at the team level. Most of these questions and issues result from a lack of proper communications. In the event that an issue arises which, in a parent or team's view, cannot be solved by the team manager or coach, the following communication guidelines should be used.

All questions or issues dealing with coaching issues, should be addressed directly and solely to the teams coach and not through any other channels of communication, including the team manager

All questions or issues dealing with the administration of the team should be addressed to the manager. If these concerns have not been resolved after being addressed to the appropriate persons, they should then be forwarded to a higher authority.

The following chart demonstrates the levels of authority within Soccer Elite and should be used to resolve any issues.

Questions and Concerns Flow Chart

