



Michiana Echo Soccer Club | Problem Resolution Standards

If you have a soccer matter that needs to be discussed with a coach or director of coaching, the following standards apply:

1. **Player discussion with coach.** Have your child discuss the matter with the coach before or after practice if they are of an appropriate age and maturity to do so. This approach teaches our children valuable communication skills and provides an opportunity for the coach to address the issue directly with the player.
2. **Parent discussion with coach.** If the problem has not been resolved after a reasonable effort at step 1, make an appointment to discuss the matter with the coach. You may not discuss the matter with the coach before, during, or after practices or games or without an appointment. You should wait 24 hours after any game before contacting the coach.
3. **Parent discussion with Director of Coaching.** If the problem has not been resolved after a reasonable effort at steps 1 and 2, make an appointment to discuss the matter with the director of coaching. You should first contact the DOC by email to set up a time to talk.
4. The director of coaching will involve the board of directors as appropriate.