



EMSA North Policy	<u>Number: P.1.27.23.01</u>	<u>Adopted by Board on: 1.27.23</u>
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Policy Type:					
Structure <input checked="" type="checkbox"/>	Objectives <input type="checkbox"/>	Registration <input type="checkbox"/>	Game Regulation <input type="checkbox"/>	Discipline <input type="checkbox"/>	Security <input type="checkbox"/>

Title: Chain of Communication

Policy Statement:

To set clear expectations on communication in a complex association the following chain of communication is required. to be followed. Any submissions of questions comments or concerns that do not follow this chain will NOT be looked at.

COMPLAINTS: If the item you would like to report is a COMPLAINT – the 24 hour cool -off period must observed before sending any complaint over. Failure to do so will result in your complaint NOT being looked at.

ALL QUESTION, COMMENTS & CONCERNS:
Must come in via writing & must follow the chain below exactly -

- Parent/ Player must submit to Coach or Team Official
- Coach or Team Official can escalate to Community Soccer Director if required.
- Community Soccer Director may escalate to North Zone Office if required.
- North Zone Office may Escalate to the Discipline or Executive Board if required.

If a parent has brought a concern to the Coach or Team Official and it has not been addressed, only then can the parent escalate the concern to the Community Soccer Director. The contact information for the Community Soccer Director can be found here:

<https://emsanorth.com/about/board-of-directors/>

