



West Virginia Futbol Club
Requests and Complaints Procedure
Adopted: 1/15/2014



West Virginia Futbol Club's mission to provide the youth of central and western West Virginia the opportunity to participate in an organized soccer program and to foster through its activities the development of

1. Character;
2. Good citizenship and sense of fair play. In more specific terms, the Club seeks;
 - a. To provide a program for individuals who would not otherwise have an opportunity to learn, develop, improve, and master the basic skills and fundamentals of Soccer;
 - b. To maintain the highest ideals and standards of conduct, on and off of the field of play, among all its members
 - c. To work in close cooperation with US Youth Soccer and West Virginia Soccer Association to implement the best overall soccer program attainable in the state of West Virginia.

WVFC understands that competitive youth sports create an atmosphere where circumstances and conflicts require leadership intervention. Based on our by-laws and mission statement above, it is our responsibility to provide an easy and formal way for our members, coaches, employees and executive board members to have conflict resolution. To ensure transparency, we have outlined the process for reporting conflicts and formal requests from our members.

1. If the issue concerns the team (which includes parents) on which your child plays or concerns your child directly, you must:
 - a. Discuss the matter with the team administrator
 - i. If the circumstances do not make talking to the team administrator a viable option, then:
 - ii. Discuss the matter with the coach.
 - b. If the discussion with the coach and the subsequent action fails to address the issues, then contact the Team Administrator to arrange for a discussion between the coach and the Girls or Boys Coordinator of the respective player.
 - c. If the discussion with the coach and Coordinator and the subsequent action fails to address the issue, then contact the Club Administrator in writing outlining the issues directly
 - i. Club Administrator will bring this issue to the Player Development Committee
 - ii. The player development committee will decide on the best course of action and facilitate the conflict resolution in the best manner possible
 1. If the decision includes a player competing in an alternative age group or different gender teams, those decisions must be ratified by the Executive Board at the next club meeting or a special meeting
 - d. If you feel, after speaking with the Player Development Committee, your request or conflict requires more attention, contact the vice president with your concern
 - i. This item will be placed on the agenda for the next club meeting
2. If the issue concerns a coach, you must:
 - a. Discuss the matter with the team administrator
 - i. If the circumstances do not make talking to the team administrator a viable option, then:
 - b. Discuss the matter with the coach, if possible.
 - i. The team administrator will need to be present in this discussion to act as a witness
 - c. If the circumstances do not make talking to the coach a viable option, the team administrator can request a meeting with the coach and the Girls or Boys Coordinator responsible for the oversight of the respective team.
 - d. If the discussions between the coach and the coordinator do not address the concerns, then contact the Club Administrator immediately.
 - i. Club Administrator will bring the issue to the player development committee, as well as the Executive Board
 - ii. The player the development committee will make a decision to address the issue in the best manner possible
 1. The executive board must ratify this decision at a special meeting or the next club meeting
3. If the matter concerns the Club Administrator, you must:
 - a. Discuss the matter with Club Administrator.
 - b. If circumstances do not make talking to the Club Administrator a viable option, then you may contact the Club Administrator, Club President and Executive Board
4. Violation of Parent/Player Commitment
 - a. Any issues involving violations of the WVFC Parent/Player Agreement shall be referred to the Club Administrator and the Executive Board for review.
 - b. Sanctions will only come from a majority Board vote.
 - c. Such sanctions may include, but are not limited to a:
 - i. Warning
 - ii. Suspension/ Probation
 - iii. Dismissal from the Club
 - d. All decisions of the Executive Board are final.
5. Special Requests
 - a. All special requests need to be discussed with your child's coach first
 - i. The coach will contact the Club Administrator and discuss the request
 - ii. The Club Administrator will bring the request to the Player Development Committee
 1. If the decision includes a player competing in an alternative age group or different gender teams, those decisions must be ratified by the Executive Board at the next club meeting or a special meeting
 - iii. If you are not happy with the outcome of your request, you can contact the Executive Board and have the request put on the agenda for the next club meeting

The above process was created to ensure that the members and the families of West Virginia Futbol Club have an open, consistent, and objective process for resolving conflicts and requesting guidance. If you feel that you have an unusual set of circumstances that hinders or are outside the scope of this process, please contact the Executive Board President immediately.