

PROTOCOL REGARDING PARENT/GUARDIAN ISSUES AND CONCERNS

The NLSA Technical Committee would like all parties associated with the Provincial Teams Program, to have the opportunity to express and discuss concerns which may arise over the course of a given year.

In order for everyone to be able to present and respond in a complete and accurate manner, the following procedures and protocols must be adhered to.

1. All concerns must be in writing and presented to the office manager for filing, distribution to appropriate parties and for scheduling the appropriate meetings. (if need be) **Note: Issues that maybe of a legal nature, must be referred to the police or child welfare.**
2. The NLSA suggests that there be a 48 hour cooling period after incidents in order to avoid emotions taking over and driving the situation.
3. All concerns must be addressed in a timely manner, ie (one week) of receiving such concern.
4. Letters of complaint will be reviewed by the appropriate committee to see if they should proceed further (Technical issues by the Tech Committee). There maybe occasions where more than one committee will be involved in the process. If the Committee(s) fails to find grounds to proceed further, the parent/guardian will be informed in writing of the Committee's decision.
5. If the parent/guardian is granted a meeting, the NLSA will arrange the meeting within one week of notification to all concerned parties.
6. The NLSA reserves the right to provide a chairman for such meetings.
7. If a concern cannot be resolved to the satisfaction of all parties, the concern may be appealed to the NLSA Executive.

NOTE: Coaches and office staff are advised not to deal with major issues or concerns on the field on the spur of the moment. They are to advise or inform parent(s)/guardian(s) of the appropriate protocol.

**THE NEWFOUNDLAND AND LABRADOR SOCCER ASSOCIATION
ADOPTS ZERO TOLERANCE POLICY TOWARDS THE
HARASSMENTS OF COACHES AND MANAGERS**

The development of coaches, managers, as well as players and officials takes time. Provincial Coaches in Newfoundland and Labrador receive classroom and field training and are required to pass nationally set exams. Our managers are tutored by NLSA executive members who have extensive experiences managing all levels of teams and in all levels of competition.

Over the past few years, harassment towards our coaches and managers by parents/guardians and spectators has become an increasing concern. This berating and threatening, either verbally or by print of our volunteer staff, is making it difficult to retain these people for any period of time. These attacks are unacceptable to the NLSA, and as a result, this zero tolerance policy will be enforced.

1. Parents/guardians with major concerns or issues are to follow the NLSA Policy concerning protocol regarding parents/guardian issues and concerns.(See NLSA Policy guidelines)
2. Parents are to refrain from discussing concerns with coaches at the field, at home or at work. The proper protocol must be followed.
3. Parents/guardians or spectators who continue to harass coaching staff will be:
 - a. asked to leave the stadium/playing facility
 - b. removed from the playing venue by venue authorities
 - c. reported to the appropriate civil authorities for further action
 - d. denied further access to NLSA Programs