

# Communication & Conflict Resolution Guidelines

Rio Rapids Soccer Club encourages our members to take a 48-hour “cool down” period before addressing a conflict that may have occurred. Complaints and concerns regarding your soccer experience should be addressed according to the following guidelines.

Complaints and concerns should first be addressed directly with your Head Coach. If you are not able to resolve the matter to your satisfaction, document your concerns in writing to the attention of the appropriate Age Group Director - see list below.

## **Rio Rapids Age Group Directors**

U5-U8 B&G	Will Jones	<a href="mailto:will.jones@riorapids.org">will.jones@riorapids.org</a>	301-5177
U9-U11 G	Kiva Gresham	<a href="mailto:kiva.gresham@riorapids.org">kiva.gresham@riorapids.org</a>	918-4949
U12-U14 G	Mike Erwin	<a href="mailto:mike.erwin@riorapids.org">mike.erwin@riorapids.org</a>	235-2595
U15-U19 G	Chris Brennan	<a href="mailto:chris.brennan@riorapids.org">chris.brennan@riorapids.org</a>	401-2870
U9-U12 B	Sibby Browne	<a href="mailto:sebhat.browne@riorapids.org">sebhat.browne@riorapids.org</a>	350-4087
U13-U15 B	Dave Sullivan Jr	<a href="mailto:dave.sullivan@riorapids.org">dave.sullivan@riorapids.org</a>	379-0008
U16-U19 B	Simon Rothman	<a href="mailto:simon.rothman@riorapids.org">simon.rothman@riorapids.org</a>	259-4091
Goalkeeping	Bryan Huskisson	<a href="mailto:bryan.huskisson@riorapids.org">bryan.huskisson@riorapids.org</a>	410-2619

If your Coach and Age Group Director were not able to resolve the matter to your satisfaction, document your concerns in writing to the Rio Rapids Director of Coaching. Rio Rapids SC board also has a Parent/Player Liaison and Executive Director who can provide a neutral engagement and investigation on any issues not resolved to the satisfaction of the parent or player after following the communication guideline process.

Director Of Coaching	Chris Hurst	<a href="mailto:chris.hurst@riorapids.org">chris.hurst@riorapids.org</a>	301-6445
Executive Director	Jason Moran	<a href="mailto:jason.moran@riorapids.org">jason.moran@riorapids.org</a>	331-1373
Parent player Liaison	Doug Otts	<a href="mailto:dandyotts@comcast.net">dandyotts@comcast.net</a>	304-8772