



## Chain of Command

### **Purpose:**

This document sets out the Chain of Command at Sacramento United Soccer Club. The purpose of this document is to provide a written guide in relation to the appropriate manner to address any concerns. When concerns or comments arise, we want to make sure that we can resolve them as efficiently as possible. A big part of that is making sure players and parents understand the 'Chain of Command' in regards to any issues that may arise.

### **Process:**

First, reach out to your coach. As they are in charge of the team, they are always the best place to start. A lot of team managers can also help with team admin and scheduling concerns.

If the issue cannot be resolved by the coach, please reach out to the respective age group director. As they oversee their respective age groups, they will be in charge of the day to day operations.

If the issue can't be resolved, reach out to the technical director. This person oversees the entire program and is in charge of short, medium, and long-term planning.

If the issue cannot still be resolved, or is of an administrative nature, please reach out to the board of directors. They are in charge of the various administrative and financial responsibilities of the club.

Also, for any other Safesport (i.e. bullying, discrimination, abuse, etc.) issues, please reach out to any or all of the above immediately.