



CELTIC FC FLORIDA ADDRESSING GRIEVANCES POLICIES & PROCEDURES

All Celtic FC Florida (“Celtic” or “Club”) players are required to sign the Celtic FC Florida Player/Parent Agreement (“Agreement”) form. However, in the event that an issue arises that is of concern to you as a parent or as a member of the Club, please follow the process described below. Contact information for coaches, division directors, and board members is available on the Club’s website at CelticFCFlorida.org.

1. If the issue concerns the team of players and parents on which your child plays or concerns your child directly, you must:
 - a. Discuss the matter with your child’s Coach.
 - b. If the discussion with the Coach and the subsequent action fails to address the issue concerning your child or the team, then speak to the Director of Coaching.
 - c. If, after speaking with the Director of Coaching, you feel that your concerns have not been addressed adequately and that you need to talk to someone at the Board level concerning the matter, you may contact the Divisional Vice President for the team in which the issue is regarding (ex - VP of Competitive Programs or VP of Recreational Programs, etc).

2. If the issue concerns a Coach, you must:
 - a. First talk to that Coach, if possible.
 - b. If the circumstances do not make talking to the Coach a viable option, or if you feel the Coach has not addressed your concerns adequately, then you may contact the Director of Coaching.
 - c. If you feel, after speaking with the Director of Coaching, that you need to talk to someone at the Board level concerning the matter, then you may contact the Divisional Vice President for the team in which the issue is regarding (ex - VP of Competitive Programs or VP of Recreational Programs, etc).

3. If the matter concerns the Director of Coaching, you must:
 - a. First talk to the Director of Coaching, if possible.
 - b. If the circumstances do not make talking to the Director of Coaching a viable option, if you feel the Director of Coaching has not addressed your concerns adequately, or if you feel after speaking with the Director of Coaching that you still need to talk to someone at the Board level concerning the matter, then you may contact the Vice President of Operations.

4. If the issue concerns a Divisional Vice President, you must:
 - a. First talk to the Divisional Vice President, if possible.
 - b. If the circumstances do not make talking to the Divisional Vice President a viable option, if you feel the Divisional Vice President has not addressed your concerns adequately, or if you feel after speaking with the Divisional Vice President that you still need to talk to someone at the Board level



concerning the matter, then you may contact the Vice President of Operations.

5. Any issues involving violations of the Club's Player/Parent Agreement or other applicable Club agreements or policies shall be referred to the Club's Discipline and Review Committee, which consists of the Club's President, Vice President of Operations, Vice President of Competitive Programs or the Vice President of Recreational Programs (as appropriate), and the Director of Coaching. D&R will further investigate and review the matter to determine if any additional measures are necessary.

The above process is created to ensure that the needs of Celtic families are met by the Club in an open, consistent, and objective manner. If you feel that any unusual circumstances hinder or are outside the scope of this process, please contact the Club President for further assistance.

These procedures are in accordance with all state and local guidelines for participation, and for promoting the mission and values of Celtic FC Florida. In all cases, the decisions of D&R are final and not subject to appeal.