7.0 Travel Team/Program Communication Policy

The Herndon Youth Soccer Travel Program has an amazing group of coaches and staff members in place to support our members. Questions, concerns, issues and conflict occur each season. In order to address these concerns in a timely, professional and deliberate fashion, it is important that they are brought to the appropriate person within our organization for a resolution to occur. Depending on the nature of the issue, the point of contact has the right to escalate the issue themselves to the next level to better resolve an issue.  Listed below is a line of authority and responsibility, as well as an order to escalate in the event that the issue is not resolved to our members liking.

If the issue is Soccer/Team related.

1. Coach

2. Technical Director -Nick Arzani ( **nick.arzani.TD@herndonyouthsoccer.or****g**)

3. Executive Director- Greg Andrulis (**greg.andrulis@herndonyouthsoccer.org**)

4. Board of Directors if issue is club-related  (**board@herndonyouthsoccer.org**)

If the issue is Club/Administrative related

1. Club Administrator-Michelle Alioto (**michelle.alioto@herndonyouthsoccer.org**)

2. Executive Director- Greg Andrulis (**greg.andrulis@herndonyouthsoccer.org**)

3. Board of Directors - (**board@herndonyouthsoccer.org**)

Note:

Disputes regarding referee interpretations of the Laws of the Game - are not issues to bring to the attention of Herndon Youth Soccer in any way, shape or form. No protests regarding referee decisions are heard, nor are referee decisions overturned. Issues involving inappropriate or unprofessional conduct by a referee within a Herndon Youth Soccer event may be directed toward the attention of our Referee Assignor  via email to Sharon Deplitch (sharon.deplitch@verizon.net)  or Executive Director Greg Andrulis at (**greg.andrulis@herndonyouthsoccer.org**)