

Policy 005: Grievances and Conflict Resolution

Policy Number: PFFC005

Policy Date: April 4, 2026

Revision: 1

Policy Name: Pike Fury FC Grievance Redressal and Formal Dispute Protocol

1. General Principles and Scope Pike Fury FC is committed to a culture of clear communication and timely conflict resolution. These guidelines apply to all players, parents, coaches, and club officials.

- **Direct Resolution:** The Pike Fury FC Board of Directors strongly encourages the resolution of conflicts at the most direct level possible before escalating to formal proceedings.
- **External Jurisdictions:** Grievances involving individuals or entities external to the Club (other leagues or clubs) will be managed according to the established protocols of **SCCL, US Club Soccer, or USSF.**

2. The 24-Hour Rule and Mandatory Cooling-Off Period To ensure constructive dialogue and professional conduct, Pike Fury FC mandates a **24-hour cooling-off period** following any game, training session, or event.

- **Delayed Discussion:** Guardians and players must wait at least 24 hours after the conclusion of an event before discussing a grievance with the assigned Coach or Program Director.
- **Emergency Exception:** The 24-hour rule **does not apply** if the grievance involves behavior that potentially causes immediate physical harm, safety risks, or credible threats against any individual. In such cases, the issue should be reported immediately to the Club Administrator or a Board Member.

3. Formal Communication Process To ensure due process and timely responses, the following steps **must** be followed in sequence:

- **Step 1 (Coach):** Following the 24-hour cooling-off period, discuss the grievance with the assigned Head Coach.
- **Step 2 (Program Director):** If unresolved, report the grievance to the relevant Program Director via email.
- **Step 3 (Ethics Contact):** Report to the current Ethics, Grievance, and Professional Standards Contact.

- **Step 4 (Formal Board Filing):** Submit a formal written grievance to the Board. This must include: date of filing, names of involved parties/witnesses, a complete description of the issue, and a detailed summary of actions taken in Steps 1-3.

4. Investigation and Corrective Actions Upon receipt of a formal grievance, the Board may appoint a **Grievance Task Group** (consisting of the Ethics Contact, President, VP, Referee Assignor, and DOC) to investigate.

- **Timeline:** The Task Group will review the situation within seven (7) days and provide a final report to the Board within fourteen (14) days.
- **Corrective Actions:** Based on findings, the Board may issue sanctions **including, but not limited to:** verbal/written warnings, suspension for a specified period, or indefinite suspension from Pike Fury FC. **Board determinations are final at the Club level.**

5. Acknowledgement and Binding Agreement By completing the online registration for Pike Fury FC, the Parent/Legal Guardian ("Signing Guardian") acknowledges they have received, read, and fully understand the terms of this policy. The Signing Guardian explicitly agrees to the following:

- **Responsibility for Others:** The Signing Guardian assumes **sole responsibility** for ensuring that any other guardians or guests associated with the Player are made aware of and abide by this formal grievance structure.
- **Operational Reliance:** The Signing Guardian understands that Pike Fury FC is a non-profit organization that calculates its budget and obligations—**including, but not limited to,** coaching salaries and field leases—based on the total number of players registered at the start of the season.
- **Electronic Signature:** Pursuant to the **Georgia Uniform Electronic Transactions Act (O.C.G.A. § 10-12-1, et seq.)**, this digital submission serves as a binding legal signature and evidence of intent to be bound by these terms.
- **Severability:** If any portion of this policy is held to be invalid by a court in the State of Georgia, the remaining provisions shall continue in full force and effect.
- **Venue and Jurisdiction:** Any disputes, appeals, or claims arising from this grievance policy shall be handled exclusively within the jurisdiction of **Pike County, Georgia**. The Signing Guardian agrees to be responsible for all legal and collection fees incurred by the Club in the pursuit of enforcing this agreement.