

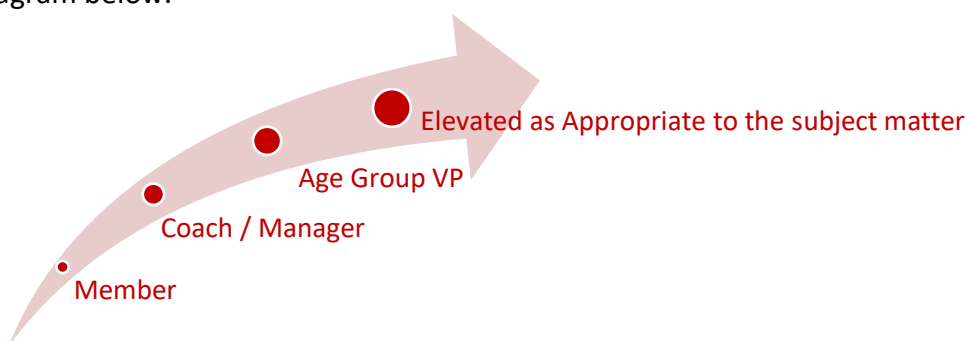


Surrey United Soccer Club Communication Protocols

General Member Communication Pathway

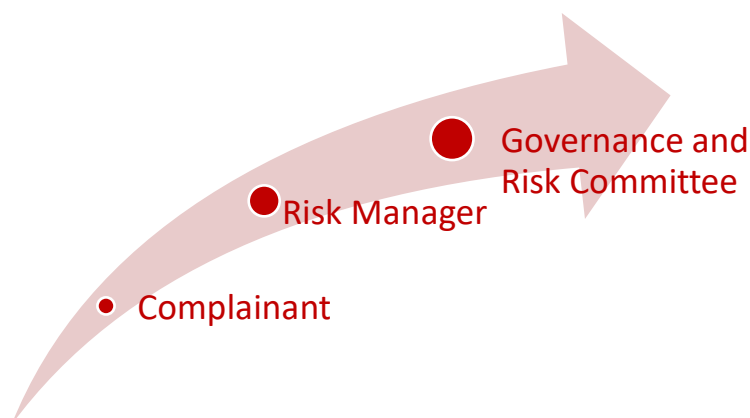
All pre-season and pre-team placement communication is to be sent to info@surreyunitedsoccer.com and will be redirected as appropriate for response.

The standard communication pathway for members and their families, coaches and managers is shown in the diagram below.



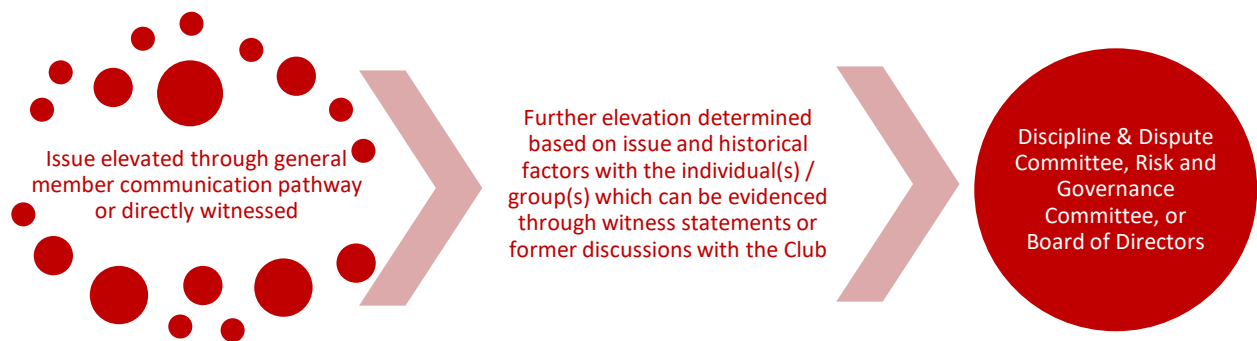
Codes of Conduct & Ethics Discipline Matters Communication

For discipline issues that are *not game-related*, are internal, such as codes of conduct or ethical violations, the matter must be communicated directly to the Surrey United Risk Manager: riskmanagement@surreyunitedsoccer.com and the matter will be handled by the Risk & Governance Committee. If the allegation or issue is related to a member of this committee, that member will be replaced by another club official for the purposes of resolving the issue. The Governance and Risk Committee may elevate any matter to the Board of Directors as they deem appropriate.



Discipline Matters

Surrey United is committed to member and volunteer growth through dispute resolution and club discussions as a first step when concerns arise. The general premise is we all make mistakes and can learn from them. The Club will discuss issues and complaints, poor behaviour or other issues with the parties involved in a variety of ways (phone, online meeting, in person meeting, email) which can result in a variety of outcomes, including but not limited to elevation of issue to the Discipline and Dispute Committee, removal from a team staff position, short or long term suspension, elevation to BC Soccer or CSA, or, in extreme cases, removal from the Club as permitted within the Club's Bylaws. For situations elevated for a Discipline Committee Hearing, all those involved will be given at least 48 hours notice for this hearing to prepare. There is zero tolerance for abuse towards opponents, referees, players or SUSC staff and these matters will be handled as the severity of the situation requires.



Team Placement Communication Protocol

Surrey United understands team placement is a stressful time for players and their families. Surrey United team placement (evaluation) process is detailed on our website and updated from time to time, as appropriate, with guidance from our governing bodies. Any player / family that disagrees with decisions made in any team placement process must follow the communication protocol shown below.

