



CLEBURNE SOCCER ASSOCIATION
POST OFFICE BOX 255
CLEBURNE, TEXAS 76033

IN REPLY, REFER TO
CSA Policy
20110901-01

From: President, Cleburne Soccer Association

To: Members, Cleburne Soccer Association

Ref: (a) Cleburne Soccer Association Bylaws

Subj: COMMUNICATION PROCEDURES

1. Purpose. This letter provides guidance and policy concerning communication between Members and Directors of the Board.

2. Policy. Reference (a) establishes the policy for the Cleburne Soccer Association.

a. Members that wish to communicate with the Board of Directors concerning their player or team shall observe the following chain of command:

- (1) Coach - the coach is the starting point of all conversations regarding the player.
- (2) Age Group Commissioner - If the problem cannot be resolved with the coach or the coach is the matter of discussion, then the member can then contact the Age Group Commissioner.
- (3) Registrar - Only age group commissioners need to communicate with the registrar concerning the movement and disposition of players. The registrar can communicate with members if more information is needed.
- (4) Vice-President - Only Directors of the Board need to communicate with the Vice-President on matters related to the Appeals & Disciplinary Committee
- (5) President - Members desiring to bring a written grievance against any member of the Board of Directors in accordance with (IAW) 2.5.5 of Reference (a).

b. Email is the preferred method of communication. The Secretary and Registrar will monitor the main association email account and distribute, as needed, emails to Directors of the Board.

c. Voice Mails left on the association phone number are distributed to all Directors of the Board. If questions are general in nature, the any Director of the Board may answer the member. Directors of the Board shall reply to all with an update to the phone call.



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- d. Postal Mail shall be retrieved by the Secretary and distributed, as needed, to Directors of the Board IAW 2.7.8 of Reference (a).
- e. In person contacts at practice, games, or other CSA functions may be immediately handled if necessary by any Director of the Board. Follow up, as needed, shall be communicated with the appropriate age group commissioner or other Director of the Board pertinent to the situation.
- f. Members that fail to follow the establish Chain of Command shall be redirected to the appropriate person to handle their concern unless the concern is of a general nature and requires no further action beyond the actual conversation itself.
- g. Directors of the Board are not authorized to speak on behalf of the association to any organization without prior permission from the President. This includes, but is not limited to the City of Cleburne, North Texas State Soccer Association, and Metroplex Soccer Alliance.


E.M. MARTINDALE