



When sharing a concern, it is important to communicate in the proper sequence and with the correct individuals and/or organizations. To facilitate a productive process, it is also essential to communicate respectfully, professionally and factually. Communications should always refrain from attacks on the individual(s) and/or the organization(s) involved.

In communicating a concern, follow these steps in order, moving on to the next step only if necessary:

- STEP ONE:** Contact your Club Board President and if necessary, your club Executive or Technical leader, with your concern
- STEP TWO:** Contact the appropriate Iowa Soccer staff member* with your concern
- STEP THREE:** Contact the Iowa Soccer Executive Director* with your concern
- STEP FOUR:** Request* contact with the Iowa Soccer Board of Directors Chairperson

When stating your concern, include the following:

- State why you are requesting the individual and/or organization review your concern
- Respectfully state your concern and the relevant facts
- Include insight, facts and perspective that are yours and/or your club's
- Refrain from representing thoughts or intentions of an outside person, group, organization or club
- If necessary, provide documentation of facts needed to support your request to review

* Contact information for Iowa Soccer's staff and Executive Director is available at www.iowasoccer.org. If you reach Step Four in the protocol, your request must be submitted to the Iowa Soccer Executive Director. The Iowa Soccer Board Chair will contact you with instructions for submitting your concern.