



# RRDSC Communication & Conflict Resolution Guidelines

Rio Rapids Durango Soccer Club encourages our members to take a 48-hour “cool down” period before addressing a conflict that may have occurred. Complaints and concerns regarding your soccer experience should be addressed according to the following guidelines.

Complaints and concerns should first be addressed directly with your Head Coach. If you are not able to resolve the matter to your satisfaction, document your concerns in writing to the attention of the appropriate Age Group Director- see list below.

## **Rio Rapids Age Group Directors**

U9-U12 B&G	Joanna Tucker	<a href="mailto:joanna@durangosoccer.com">joanna@durangosoccer.com</a>	(970) 946-8601
U13-U19 B&G	Jimmy Hall	<a href="mailto:jimmy@durangosoccer.com">jimmy@durangosoccer.com</a>	(661) 496-9902
Goalkeeping	Doug Ewing	<a href="mailto:dugewing@gmail.com">dugewing@gmail.com</a>	(480) 369-2125

If your Coach and Age Group Director were not able to resolve the matter to your satisfaction, document your concerns in writing to the Rio Rapids Durango Director of Operations.

**RRDSC Director of Operations**      Kate Stahlin      [katestahlin@gmail.com](mailto:katestahlin@gmail.com)      (970) 946-7719

The Rio Rapids Durango SC board also has a Parent/Player Liaison who can provide a neutral engagement and investigation on any issues not resolved to the satisfaction of the parent or player after following the communication guideline process.

**Parent player Liaison**      Kathy Wilson      [kathywilson99@yahoo.com](mailto:kathywilson99@yahoo.com)      (970) 946-9824

