

Conflict Resolution

NYSA/Oklahoma Celtic has a "24 hour rule" that encourages our members to take a 24-hour "cool down" period before addressing a conflict that may have occurred.

Complaints and concerns regarding your soccer experience should be directed according to the following guidelines.

Complaints regarding NYSA/Oklahoma Celtic coaches, assistant coaches, and/or managers should be addressed with the head coach. If a resolution is not satisfactory, document your concerns in writing to the attention of the appropriate program director.

Concerns regarding your child's team should be addressed directly with your child's coach or assistant coach at a proper time and place. If a resolution is not satisfactory, document your concerns in writing to the attention of the appropriate program director.

If, after following the appropriate measures as listed above, and resolution is not satisfactory, document your concerns in writing to the attention of the NYSA/Oklahoma Celtic Technical Director, Executive Director, and/or Board of Directors.

Complaints and concerns regarding NYSA/Oklahoma Celtic's player development policies, programs and coaching staff should be documented in writing and sent to the attention of the NYSA/Oklahoma Celtic Technical Director and proper Program Director. Complaints and concerns regarding NYSA/Oklahoma Celtic administrative policies should be documented in writing and sent to the attention of the NYSA/Oklahoma Celtic Executive Director.