



FC Puma Soccer Academy Discipline / Grievance Policies and Procedures

Discipline and guidance shall be consistent and based upon an understanding of the individual needs and development of a child. FC Puma shall direct discipline to the goal of maximizing the growth and development of the children and for protecting the group and individuals within it.

FC Puma urge all staff to remember three priorities:

1. Do not hurt anyone.
2. Do not hurt yourself
3. Stay within the boundaries of campgrounds

Rules are necessary in any society, and the method of educating youth to those rules is critical to the educational purposes of the organized clinic program. These are reviewed with each group on the first day.

The methods of and circumstances requiring discipline are clearly outlined.

1. FC Puma prohibit corporal punishment (including spanking) denial of food and shelter. Cruel or severe punishment, humiliation, verbal abuse or punishment for soiling wetting or not using the toilet.
2. Physical action toward the child is unnecessary and **MUST BE AVOIDED AT ALL COSTS.**
3. Verbal abuse can be as destructive as physical force and is also **TOTALLY UNACCEPTABLE.**
4. The discipline and guidance shall be consistent and based upon an understanding of the individual's needs and development of the child.
5. Recognize that children cannot always manage the entire job of self-control, but the coach should not hesitate to review the necessary acceptable behavior of an individual in a group.
6. For persistent misbehavior coaches may use "Time outs" from activities as a form of discipline. Persistent misbehavior must be reported to the director.
 - a. Consistent misbehavior must be recorded in the clinic's incident book, which is kept by the director. The incident must be recorded noting date, time, and child/staff involved in the incident. This must be countersigned by another member of staff (Usually the director)
 - b. The clinic captain must notify parents/guardians in the case of persistent problems with the child or clinic
7. Puma Academy's goal is to maximize the growth and development of the child by "Lifting them beyond their vision of capability" and for protecting the group and individuals who attend the academy.

FC Puma grievance policy and procedures:

It is FC Puma's Policy to make working and attending our camp as enjoyable and rewarding as possible. If at any time either employee or camper feels these standards are not met do to any woring practices, bullying, discrimination, health and safety of either camper or staff FC Puma will immediately take steps to

1. Enable the employee / camper / parent/guardian to air their grievance with the Director of FC Puma Soccer Academy
2. Clarify the nature of the grievance
3. Investigate the reasons for dissatisfaction
4. Obtain, where possible, a speedy resolution to the problem
5. Take appropriate actions and ensure that promises are kept.