



AYSO PARENT HANDBOOK



REGION 220-TARRYTOWN/SLEEPY HOLLOW

2002 - Silver Region Award Winner
2001, 2003, 2004 - Platinum Region Award Winner
1999, 2000, 2001, 2002 - Pele Award Winner

Fall 2005/Spring 2006

www.aysotarrytown.com

April 30, 2005

Reasonable efforts were made to ensure that the following information is accurate and up-to-date.

AYSO

The **American Youth Soccer Organization** was founded in 1964 in Torrance, California (near Los Angeles) with about 125 enthusiastic players. Over the past 40 years, we've become a vibrant national organization with about 700,000 players, ages 4-18, and 250,000 volunteer coaches, referees and administrators and a staff of 60. AYSO is a nonprofit corporation, organized under the laws of the State of California. Unlike other youth organizations, AYSO is a single corporation, one legal entity and each region is a component of such corporation.

Vision Statement:

To provide world class youth soccer programs that enrich children's lives.

Mission Statement:

To develop and deliver quality youth soccer programs which promote a fun, family environment based on the **five AYSO philosophies (EBOPS):**

- EVERYONE PLAYS

We want kids to play soccer, so we mandate that every player on every team must play at least half of every game.

- BALANCED TEAMS

We require every region at the start of each season to set up teams as evenly as possible. It's more fun when teams are of equal ability.

- OPEN REGISTRATION

Our programs are open to all children ages 4-18 who want to play soccer. Interest and enthusiasm are the only requirements for playing.

- POSITIVE COACHING

We train and encourage our coaches to make the extra effort to understand and offer positive, instructional, encouraging help to our players, rather than use negative criticism. This approach builds a positive team spirit.

- GOOD SPORTSMANSHIP

We want to create a positive environment based upon mutual respect, rather than a win-at-all-costs attitude. All of our programs are designed to instill good sportsmanship in our kids and our volunteers (win and loose with grace).

AYSO experience:

- grow the AYSO culture
- provide achievable, progressive goals
- communicate expectations
- be a proper role model
- impart knowledge and skill
- ensure success

The basic community program is the Region and the volunteer staff members are encouraged to organize their regions to best suit the needs of their community. Each of the over 1,000 Regions are headed by a Regional Commissioner (RC) who, with the help of a Regional Board (a minimum of a RC, Safety Director, Treasurer, Coach Administrator (CA), Referee Administrator (RA) and a Child & Volunteer Protection Advocate (CVPA) , conducts the region within the framework of AYSO's Five Philosophies, Rules and Regulations, and By-laws. A Region may have as few as 200 players or as many as 5,000 players grouped into girls and boys divisions based on age. Region 220 currently has nearly 740 players.

Several bordering regions comprise an Area headed by an Area Director, who is responsible for the performance and growth of the Area. Area 3T is Westchester, NY, with 18 regions and over 10,000 players and the AD is our own Jordan Becker.

Several bordering areas comprise a Section headed by a Section Director (SD) who is responsible for the general welfare and administration of a Section. A Section may cover several states, an entire state or a portion of a state. There are no such things as "state associations" in AYSO. Section 3 is CT, MA, ME, NH, NJ, NY, RI and VT, with 45,000 players and the SD is our own Bill Hummell.

Governing the overall organization is the National Board of Directors (NBOD). RC's, AD's, SD's and National Board Members serve as executive members with voting rights.

The AYSO National Support Center & Training Center (NSTC) in Hawthorne, California (near Los Angeles) works closely with all executive members, sections, areas and regions providing many vital services: computerized registration (www.eAYSO.org), training of field and administrative staff, liability and accident insurance, organization-wide communications, annual section meeting support, and much more.

What to expect from your region:

- A fun soccer experience for your child during games and practices.
- Coaches and referees who understand and support the AYSO Philosophies.

- Technical training for coaches and referees.
- Caring volunteers who manage the “business” of the Region.
- A national organization for support and guidance.
- Fiscal responsibility via a financial statement published yearly.

Region 220

We are Region 220, Tarrytown and Sleepy Hollow, started 26 years ago in 1979. Our players come mostly from Tarrytown, Sleepy Hollow and Pocantico Hills.

AYSO divides teams into eight age specific divisions, ranging from U-5 (age under 5, or from 4 to 5) to U-19 (age under 19, or from 16 to 19), plus a VIP team for special needs players. In our Region, teams are separated by gender, except in U-16 and VIP, which are currently co-ed. Following AYSO policy, all of our teams are “balanced” to promote even competition. After U-6, players are evaluated by their coaches, and these evaluations are used to help balance the teams. We do not have “drafts” or allow coaches to choose their teams. If requested, a coach or assistant coach will be permitted to coach his or her own child. Teams are balanced by use of the AYSO registration software that uses only the player’s age and rating by the previous coach if the child played last year. Each team plays two seasons. The first season starts in the fall, and teams usually play a full schedule of 8 games from September to November. We resume, with the same teams, in the spring and play another 8 games from April to June. Each Fall teams are reconstituted, as some players will move up to the next division. Players may request to be on the same team as a friend, and while efforts will be made to satisfy these requests, we cannot guarantee them.

The AYSO Extra Program is to provide additional opportunities for players to play soccer. We recognize that not all players who desire to play in the Extra Program can be accommodated, and we have designed guidelines to attempt, as best as possible, to create a fair selection process that is as inclusive as possible. Although we recognize that as a general matter, Extra Program games are often played at a higher skill level than Core Program games and are often more competitive than Core Program games, our Region believes that it is important not to lose sight of AYSO’s philosophies and principles in the operation of our Extra Program. We reaffirm the position that the Core Program is the bedrock of our Region, and that the Extra Program is, as its name makes clear, “Extra”.

Registration

Registration days for the Fall 2005-Spring 2006 season (FS2005) are April 30, 2005 (11-2 at WI Cafeteria) and May 14, 2005 (11-2 at Sleepy Hollow HS Cafeteria). Early registration fee (before May 31, 2005) is \$75 for the first child, \$55 for each additional child. (After May 31, the regular fee will be in effect at respectively \$100 and \$80.) The fee includes the team shirt, shorts and socks and two seasons of a great soccer experience. Needed at registration are a completed registration form (if your child was registered and played in the Fall 2004-Spring 2005 season, there should be a pre-printed registration form present on registration day), proof of birthday (for new players), check (made out to “AYSO Tarrytown”) or cash, size of the child’s uniform (YS, YM, YL, AS, AM, AL, XL).

For new players: blank registration forms are available, but can also be downloaded from our website www.aysotarrytown.com or register on-line at www.eayso.org and print and bring 3 signed copies of the completed form. Contact the Registrar for registration outside the 3 registration days (see www.aysotarrytown.com).

Age Guide: age as of 7/31/2005:

U-19 Born between 8/1/86 and 7/31/89

U-16 Born between 8/1/89 and 7/31/91

U-14 Born between 8/1/91 and 7/31/93

U-12 Born between 8/1/93 and 7/31/95

U-10 Born between 8/1/95 and 7/31/97

U-8 Born between 8/1/97 and 7/31/99

U-6 Born between 8/1/99 and 7/31/00

U-5 Born between 8/1/00 and 7/31/01 (the minimum age is 4)

Refund Policy. If for some reason you need to withdraw, AYSO will refund 100% before the team selection (6/30/05), 50% before the season starts and 0% after the season starts (9/5/05).

Scholarships are available, as well as a chance to make a tax-deductible contribution to the Scholarship-Fund. Please contact the Regional Commissioner for further information.

Our region reserves the right to close some or all age groups after the registration cutoff on June 30, 2005, to prevent teams from becoming too large and the overall quality of the program from suffering.

Any child that registers and plays in the Fall 2005, is automatically registered for the Spring 2006 season. If your child only plays in the Spring 2006 season, the fee is \$50. During registration donate your used cleats for the cleat exchange program (and buy a pair for a suggested donation of \$5) and donate used uniforms for our "La Pampa" project in Argentina.

Uniform

The uniform consists of a team shirt, shorts and socks; to be used for both the fall and spring season. Shin-guards are mandatory during practices and games (inside the socks). Soft-cleated soccer shoes are recommended (or sneakers; no baseball or metal cleats).

For practice wear any soccer outfit (and bring a water bottle); for games wear the team uniform. If it is cold or windy, dress accordingly and have layers under the uniform. Have an extra layer to add during half time and after the game.

Eyeglasses are allowed, just be sure that they are made of shatterproof glass or plastic, alternatively, have your child wear eyeglasses with a protective mask. Players should not wear anything that can be dangerous to themselves or other players: cast, splint, any kind of jewelry, ornamental hairstuff etc. Tape a medical bracelet. Ball size: #3 for U-6; #4 for U-8 through U-12 and VIP; #5 for U-14 through U-19.

Practice

Practice schedules and Field directions are on the website. Please arrive early and notify a coach when your child is not able to attend a practice.

The U-5, U-6 and VIP teams conduct a practice followed by a game on Saturdays. For all other divisions, practices are generally, but not always, held for 1 hour on Saturday mornings, with games on Sunday afternoons. Bring your own water bottle (no carbonated drinks).

Remember that coaches are not babysitters or chauffeurs.

Remember that not all fields have bathroom facilities.

Coaches are free to schedule additional practices.

Please help in leaving the fields as you would like to find them, prevent vandalism to our equipment, stay behind the spectator lines and help coaches setting up and storing goals.

Games

Game schedules and Field directions are on the website. Please arrive early and notify a coach when your child is not able to attend a game. The AYSO coaching establishment has been advocating short-sided games in the U-5 through U-12 divisions, in which there are fewer than 11 players on a team, because the players have more involvement in each play and more touches on the ball. U-5 and U-6 plays 3v3 (no goalie) in 4 quarters of 5 minutes; U-8 plays 5v5 (no goalie) in 2 halves of 20 minutes; U-10 plays 7v7 in 2 halves of 25 minutes; U-12 plays 9v9 in 2 halves of 30 minutes; U-14 plays 11v11 in 2 halves of 35 minutes; U-16 plays 11v11 in 2 halves of 40 minutes; and U-19 plays 11v11 in 2 halves of 45 minutes; all with a 5-10 minute half-time period. There will be an opportunity for player changes at "the quarters" and each player plays at least half a game.

All games in the U-5, U-6 and U-8 divisions are played "in-house"; that is, all teams are from our Region and all games are played in either Tarrytown or Sleepy Hollow.

Starting with U-10, approximately half of all games are played "in house" and the rest against other teams from the Area (17 other regions in Westchester).

Teams generally meet 20-30 minutes before kick-off time, unless specifically told otherwise, at a place near the game field. This pre-game meeting enables the team to warm-up properly, go over the line-ups, and discuss the game strategy and tactics. Please help your child and your coaches by ensuring that your child is not late for this important meeting.

The Team Parent should make a snack schedule to assign parents the responsibility (on a rotating basis for a weekend) for bringing a jug of water or sports drink (no carbonated drinks) with paper/plastic cups plus sliced oranges for use at half time and after the game.

Sportsmanship: kids look to the adults for their examples. So let's show them good sportsmanship right from the very beginning. This means not verbally abusing the officials, coaches or players. It is not permitted to stand on the sides of the field that have the goals. Stay behind the spectator lines or well behind the sidelines. We also encourage you to acknowledge the skilled plays made by the other team, especially visiting teams. Remember that referees and coaches are volunteering their time to help your child to learn and to have fun. Don't give them a hard time. Unless you are part of the coaching staff, do not coach your kids from the sidelines. It confuses them because the coach and assistant coaches may have told them something different. Cheer, but don't coach! Let the coaches coach, the referees referee and let the players play!

Remember that most fields do not have bathroom facilities.

Please help in leaving the fields as you would like to find them, prevent vandalism to our equipment, and help coaches setting up and storing goals.

Weather & Cancellation

It is our policy that the Commissioner or the Field Director will make the decision to cancel games and/or practices for any given day, due to weather and/or field conditions, for certain or all age groups. That decision is accessible by dialing (914) 332-8456, and if feasible, on the website (www.aysotarrytown.com). Even if the games or practices are officially NOT cancelled, individual coaches (preferably after conferring with the opposing coach) have the right and obligation to make the decision to cancel if the weather is bad, after which the players should be contacted through whatever phone-tree has been set up. The safety of the kids and potential damage to the field should be the guiding thread, not the comfort of the spectators. For games played out of town, coaches must contact the opposing coach to find out if the game will be cancelled, and if so, advise the players.

Volunteer

We believe that we are running a vibrant soccer program that is expanding and improving every year. However, the more we do, the more we realize that we can do. Not only can we always improve the existing program, we can offer more, if we have the people to do it. Every Regional Board Member, coach, assistant coach, team parent and referee is a volunteer. Some of our volunteers have played soccer their entire lives and others had never kicked a soccer ball before getting involved with AYSO. All of us do it because it is fun and worthwhile. Your AYSO program will only improve if more members of our community get involved. If you have interest in a Board position, let the Board know. Volunteer to coach or referee. If you only have a little bit of time, but want to help, we will find something useful for you to do. Become involved!

eAYSO lists 52 volunteer functions, so there is something possible for everyone.

All volunteers will be trained and certified in their job specific and age appropriate functions, so you don't have to be a soccer player or know anything about soccer to become a volunteer.

Youth Volunteers are coaches age 12 through 18 and referees age 10 through 18. There should be at least 2 years difference between a youth coach/referee and the players they coach/referee.

Coach/Assistant Coach. Each team should have a head coach and 1 or more assistant coaches. AYSO provides the coaches with continuing education (Safe Haven Course and Age Appropriate Courses); a net with soccer balls, first aid kit, whistle, ball pump, goalie vest, set of assistant referee flags, coach planner and other training materials.

Team Parent. Each team should have a team parent to assist the coach(es) with the snack schedule, telephone tree and other team items.

Referee. Each team U-8 and older should have a referee for their home games. The region also trains referees and youth referees for all other levels of refereeing. If you start as referee at U-8 and develop your skills as your child does, you will have the confidence to referee older age groups. AYSO provides the referees with continuing education (Safe Haven Course and Age Appropriate Courses); the uniform, a red and yellow card, a whistle and stopwatch.

The Board is the legislative body of our AYSO Region and consists of the commissioner, assistant commissioners, treasurer, registrar, coach administrator, referee administrator, CVPA and various other volunteers. The Board meets regularly and the members are always willing to hear your suggestions. Remember that all AYSO management is done by volunteers who have other jobs and responsibilities and who have set aside a significant chunk of their time to run a great soccer program for your children. If you have a good idea, be prepared to help implement it.

Safe Haven

The "Safe Haven" program is designed to address the growing need for child and volunteer protection through volunteer training, certification and continuing education policies. It is a course that all volunteers have to attend at least once.

The Volunteer Protection Act of 1997

In order to receive the maximum protection provided under this law, AYSO volunteers must:

1. be properly trained and certified (Safe Haven plus job specific),
2. be properly authorized to do their job,
3. be performing their duties as laid out in their job description,
4. act within the scope of Bylaws, Policy Statements and Rules & Regulations.

AYSO provides continuing training for all jobs at all levels. Our region's volunteers are 99% AYSO certified.

Child and Volunteer Protection Advocate (CVPA)

The AYSO volunteer position of Child and Volunteer Protection Advocate (CVPA) supports the Regional Commissioner (RC) with the promotion and implementation of the AYSO Safe Haven program, including the 4 main elements of volunteer protection. The CVPA is familiar with the Child Protection Act of 1993, the Volunteer Protection Act of 1997, "the Good Samaritan Laws of New York State" (Section 3000-a.1.), and New York State's provisions for reporting of child abuse and maltreatment (Section 413: Volunteers in New York State are not required to report suspected child abuse). AYSO recognizes five types of abusive behavior: emotional, physical, sexual (Megan's Law), neglect and ethical.

Soccer Accident Insurance (S.A.I.) Players, Coaches, Referees and other volunteers are only insured when registered with the national office! (Note, this is a supplementary insurance only, with a \$200 deductible). An AYSO S.A.I. claim form may be obtained from the Regional Safety Coordinator or the Commissioner and a claim must be made within 90 days of the date of injury.

On June 15, 2004 the "AYSO Incident Report Form" was introduced, (to be used in the event of Injury, Incident or Property Damage), combining the old "Accident Report Form" and two "Incident Report Forms".

eAYSO

eAYSO (electronic-American Youth Soccer Organization) replaces many different AYSO systems and databases with a single web-based application at www.eayso.org. When fully implemented, eAYSO will unite every person associated with AYSO: parents, players, volunteers, and staff. Each one of us can view, edit, and submit the AYSO information that pertains to us 24/7 on a secure website. Every player and volunteer registers annually via a registration form that bears their (parents') signature. The current season is FS2004 (Fall 2004/Spring 2005: August 1, 2004 till July 31st 2005). For more information see the website www.aysotarrytown.com.

Sideline Etiquette

AYSO soccer encourages positive self-esteem, discipline, personal responsibility, teamwork, acceptance of and learning from disappointment and success, and perseverance. It is also an enjoyable game to watch as well as to play. We believe that quality soccer can and should be developed and that it can and should be fun.

Therefore, the emphasis of our program is not on who wins but how did the individuals and teams develop and did they have fun in doing so. We want for all participants to reach their full, age-appropriate potential and to enjoy themselves in the process.

As spectators, we must all realize that the players are trying their very best and deserve our very best in the way of support and encouragement. Negative comments have no place on the field or on the sidelines. We need to recognize that the effort of each player is 100% well intended and encourage each player to maintain that effort. It is also important to recognize all good play being demonstrated by the players, whether or not the player is on the team you're affiliated with.

The area off the field that the spectators occupy is on your own team's side, no closer than two yards from the touch-line, and between the penalty areas. Under no circumstances will anyone be allowed behind the goal lines. Familiarize yourself with these field markings and remain within the area defined.

Allow the coach to be the sole source of coaching during the game, communicating tactical or technical adjustments to the players. As a coach, be sure that your coaching during the game is limited, positive, and instructive. Giving play by play instructions to the players thwarts their ability to put into effect the lessons you have stressed in practices and disallows them the opportunity to think on their feet.

The area off the field that coaches occupy is called the "technical area" and is on your own team's side, no closer than one yard from the touch line, and up to ten yards from either side of the halfway line. The "technical area" is limited to those persons who are on record and registered with the region as the head coach and assistant coach for that team. Not only are these to be the only persons occupying the "technical area", they are the only persons who may coach (give tactical or technical information) during the course of a game.

An important aspect of the AYSO program is sportsmanship. Our children need to experience:

- the fun of hard fought but fair competition
- winning graciously
- losing graciously
- improving one's abilities through practice
- learning the social skills involved in becoming a member of a team, and
- acknowledging good play by teammates as well as opponents

One of the ways in which our children can learn and continue to have these experiences is by our demonstration of good sideline behavior. Our children learn by watching our conduct. Keep a positive outlook and demonstrate it by supporting the coaches, the players, and the referees, in spite of any mistakes they may make during the course of a game.

Simplified Rules of the Game

We encourage parents and other spectators to acquaint themselves with soccer laws to better enjoy the game. For a more thorough understanding of them, read *The Laws of the Game* for referees, *Simplified Rules of the Game* for Coaches, or attend one of the clinics in our Region. Or check FIFA's *Laws of the Game* (www.fifa.com).

Goal

A score occurs if the ball passes under the crossbar, between the goal posts, and all of the ball passes completely over the outside edge of the goal line.

Throw-in

If all of the ball passes completely over the outside edge of the touchline (sideline), the restart is a throw-in. The throw-in is taken by the team that did not last touch the ball. An improper throw-in or a throw-in taken from the wrong spot results in a throw-in for the opposing team.

Goal Kick

If all of the ball passes over the goal line, it was last touched by an attacking player, and a valid goal was not scored, the restart is a goal kick. The ball is placed in the goal area and kicked by a member of the defending team. All attacking players must remain outside the penalty area until the ball leaves the penalty area. A goal may be scored directly from a goal kick, but only against the opposing team (you can't accidentally kick the ball into your own goal and score a goal for the opponent, because the ball isn't in play until it leaves the penalty box).

Corner Kick

If all of the ball passes over the goal line, it was last touched by a defending player, and a valid goal was not scored, the restart is a corner kick. The ball is placed in the corner arc and kicked by an attacking player.

Drop Ball

When the game is stopped while the ball is in play, for reason other than an infraction of the Laws, the game is restarted with a drop ball.

Penal Foul

A direct free kick is the sanction awarded at the point of infraction for any one of the ten penal fouls. For the complete working and understanding of these infractions you must read the actual laws of the game. This is but an overview:

- Kicking or attempting to kick an opponent
- Tripping or attempting to trip an opponent
- Jumping at an opponent
- Violently charging an opponent
- Striking or attempting to strike an opponent
- Pushing an opponent
- Making contact with opponent before contacting the ball when making a tackle
- Holding an opponent
- Spitting or attempting to spit at an opponent
- Deliberately handling the ball (except by goal-keeper in penalty area)

Penalty Kick

If one of the ten penal fouls is committed by the defense in their own penalty area, the sanction awarded to the attacking team is a penalty kick. The ball is placed on the penalty mark, the kicker is identified, the goal-keeper is positioned on the goal-line and all other players must remain outside the penalty area and penalty arc and not closer to the goal-line than the penalty mark until the ball has been kicked. The goal-keeper may move laterally along the goal line. Time is extended for a penalty kick taken at the end of half-time, full-time, or over-time.

Non-Penal Foul

An indirect free kick is the sanction awarded at the point of infraction for any non-penal foul. Again, this is an overview. The law book must be consulted for a complete working and understanding.

- Dangerous play
- Impeding the progress of an opponent and not playing the ball
- Preventing the goal-keeper from releasing the ball
- Goal-keeper touching the ball a second time with hands after releasing it and before it has touched any other player
- Goal-keeper touching the ball with hands after it has been deliberately kicked to him/her by a team mate
- Goal-keeper handling a throw-in with hands
- Goal-keeper wasting time

Direct Free Kick

On a direct free kick, the ball may be kicked directly into the opponent's goal.

Indirect Free Kick

On an indirect free kick, the ball must touch another player in addition to the kicker prior to a goal being scored. The referee signals an indirect free kick by holding a hand in the air until the ball is played or touched by another player or goes out of bounds.

Advantage

The referee applies the advantage clause to allow play to continue if, in the opinion of the referee, the fouled team would lose their advantage by stopping play to award them a free kick. If the referee applies the advantage clause and the advantage which was anticipated does not develop at that time, the referee shall penalize the original offense.

Off-side

A player is in an off-side position if he or she is nearer to the opponents' goal-line than the ball (i.e. in front of the ball), unless the player is in his or her half of the field, or there are at least two opponents between them and the goal-line. It is not an offense in itself to be in an off-side position. A player shall only be penalized for being in an off-side position if, at the moment the ball touches or is played by a teammate, he or she is, in the opinion of the referee, involved in the play by:

- interfering with play
- interfering with an opponent
- gaining an advantage by being in that position

A player shall not be declared off-side by the referee merely because of being in an off-side position or if the ball is received directly from a goal kick, a corner kick, or a throw-in. If a player is declared off-side, the referee shall award an indirect free kick, which shall be taken by a player of the opposing team from the place where the infringement occurred, unless the offense is committed by a player in the opponents' goal area, in which case the free kick shall be taken from any point within the goal area.

Misconduct Resulting in a Caution (yellow card)

- Dissent with the referee's decision by word or action
- Unsporting behavior (including removing jersey to celebrate a goal)
- Persistent infringement of the Laws of the Game
- Entering or re-entering the field of play without the referee's permission
- Deliberately leaving the field of play without the referee's permission
- Delaying the restart of play
- Failing to respect the required distance when play is restarted with a kick

Misconduct Resulting in a Send-off (red card)

- Violent conduct
- Serious foul play
- Abusive or foul language
- Spitting at an opponent or any other person
- Denying an opponent a goal or an obvious goal-scoring opportunity by an offense punishable by a free kick or a penalty kick
- Guilty of a second cautionable offense after having already received a caution

Two of the most misunderstood laws are handling the ball, and off-side. As spectators and coaches, please refrain from helping the referee by hollering out HANDS! or OFF SIDE! If you would like to be in a position to make those calls, please sign up for a referee class and volunteer to officiate some games. Otherwise, it is not useful to assist the referee with these calls.

Miscellaneous

New parent information evening, Tuesday June 7, 2005, 7:30pm at Senior Center.

Soccer Camp (August 8-12, 2005), Laws of the Game, Regional Guidelines, Area Guidelines for Inter-regional play, Region's History, AYSO Academy, Fundraising, Soccer Links are some of the subjects available on our website www.aysotarrytown.com. For most questions, the standard answer is: "it's on the website".

A **VIP program** is available for special needs players 4 years and older. VIP Buddies are other players assisting with this program.

Problems/Complaints: If you have a problem or complaint, please take the following steps: Talk to your coach. If he/she can not resolve it, contact the appropriate board member related to your complaint, such as a complaint about coaching, contact the coach administrator, a complaint about a referee, call the referee administrator, etc. If you feel that your complaint is not addressed your next step would be to contact the commissioner. If the complaint is not resolved, the Dispute Resolution Committee will address it.