**Travel Program Communication Policy**

**Effective September 1, 2023**

The St. James Football Club Travel Program has a dedicated network of staff to support its members. Management encourages open channels of communication that are available to any member of the community.

A chain of communication has been established to help address member's issues or concerns. In the event that a parent, player or member has a technical or administrative issue or concern, follow the process below. For matters pertaining to club matches or playing time, members are asked to observe a 24-hour waiting period before reaching out via phone, email or task to discuss a game issue with their child’s coach.

In the event that a resolution is not identified, a member of The St. James FC technical team will engage senior staff of The St. James to investigate, discuss and resolve the issue. Each level of escalation requires time and resources to properly resolve the matter. As such, The St. James FC respectfully asks members who file a complaint a minimum of (3) business days to review and respond in writing to the member.

* First Level of Escalation: Team Coach (Technical); Team Manager (administrative)
* Second Level of Escalation: Program Director (Technical):
  + Girls Academy Director- Bastien Catrin- North:
  + [bastien.catrin@thestjames.com](mailto:bastien.catrin@thestjames.com)
  + Chris Pruden- Boys Director of Player Development- North: [chris.pruden@thestjames.com](mailto:chris.pruden@thestjames.com)
  + Dan Caracciolo- Girls Director of Player Development- North: [dan.caracciolo@thestjames.com](mailto:dan.caracciolo@thestjames.com)
  + Brandon Nichols- Boys Director of Player Development- South: [brandon.nichols@thestjames.com](mailto:brandon.nichols@thestjames.com)
  + Kurt Gordon- Girls Director of Player Development- South: [kurt.gordon@thestjames.com](mailto:kurt.gordon@thestjames.com)
  + Jim McLane- U13-U15 Girls Academy 2 Director- North:   
    [jim.mclane@thestjames.com](mailto:jim.mclane@thestjames.com)
  + Matio Dimov- U16-U19 Girls Academy 2 Director- North: [matio.dimov@thestjames.com](mailto:matio.dimov@thestjames.com)
* Third Level of Escalation: Directors of Coaching (Technical):
  + Boys Director of Coaching: Amine El-Hachimi: [amine.el-hachimi@thestjames.com](mailto:amine.el-hachimi@thestjames.com)
  + Girls Director of Coaching: Patrick Finney: [patrick.finney@thestjames.com](mailto:patrick.finney@thestjames.com)
* Fourth Level of Escalation: Director of Soccer, Adam Baumgardner ([adam.baumgardner@thestjames.com](mailto:adam.baumgardner@thestjames.com))