

## THE "DO'S"

- ⚽ **DO** - Act in a dignified manner, ensuring that the reputation of your child and Fox Football are maintained.
- ⚽ **DO** - Ensure your child is wearing his Fox Football uniform to ALL sessions.
- ⚽ **DO** - Foster enthusiastic participation.
- ⚽ **DO** - Appreciate that the Coach knows best, in terms of development and progression. Your child is being taught by a highly educated, qualified and experienced coach. Our coaches are professionals and of an extremely high standard.
- ⚽ **DO** - Report ALL incidents of inappropriate behavior of Fox football members, coaches and parents IMMEDIATELY.
- ⚽ **DO** - Encourage children but never criticize or ridicule them.
- ⚽ **DO** - Applaud good play by ALL players.
- ⚽ **DO** - Teach children that defeat should be accepted with dignity.
- ⚽ **DO** - Ensure that children are on time for all games and training sessions, (failure to arrive on time for a match will result in the player being immediately put on the subs bench).
- ⚽ **DO** - Ensure that there are sufficient coaches available before leaving a child at a training/match venue. Remember it is possible that a coach may be delayed, ill etc.
- ⚽ **DO** - Ensure that you arrive at games/training in plenty of time to collect your child. Many coaches have other sessions to be moving onto, or the office as their working day is not done.
- ⚽ **DO** - Assist the coaches when your child is disrupting the session. The coach is there to coach and not to act as a childminder, it will also allow coaches to coach! Should this not be adhered to your child may be asked to leave.
- ⚽ **DO** - Use Whatsapp for communication - Our main source of contact is via Whatsapp. Please contact coaches through Whatsapp should you have anything that needs immediate attention. Remember to only message the group Whatsapp if it relates to everyone, if not a private message should be sent to the coach.
- ⚽ **DO** - Pay all memberships fees on time.
- ⚽ **DO** - Check emails regularly and reply if needed.

## THE "DON'TS"

- ⚽ **DON'T** - Force an unwilling child into football.
- ⚽ **DON'T** - Verbally abuse, humiliate or intimidate members, participants, managers, match officials or spectators.
- ⚽ **DON'T** - Use or encourage the use of bad language, foul play or cheating.
- ⚽ **DON'T** - Ever use, or encourage the use, of comments that are offensive or discriminatory, including racist or bigoted language.
- ⚽ **DON'T** - Enter the area of play before or during the event/training at any time. A coach will ask for help if is needed. Please stay off the field.
- ⚽ **DON'T** - Assume that coaches are able to wait after the end of sessions/games for you to arrive to pick up your child. Coaches have families and other events/sessions to be moving onto.
- ⚽ **DON'T** - Smoke/drink alcohol at training/game premises.
- ⚽ **DON'T** - Give fast food or soda to players during or right before matches or training.
- ⚽ **DON'T** - Simply turn up at extra sessions. Please always contact any Fox coach.
- ⚽ **DON'T** - Send complaints right after a session. If you have a complaint please wait 24 hours before submitting. This rule should only be broken if you believe a child's health or safety is in danger.
- ⚽ **DON'T** - Give late payments. All payments should be made before the first session of a new term
- ⚽ **DON'T** - Contact coaches outside of work hours. Our working hours are 10am-7pm with the exceptions of the U16/U18's coach who will be contactable until 9pm Monday and Wednesday. Only in emergencies should a coach be contacted outside of this time via phone. Emails are fine at anytime
- ⚽ **DON'T** - Come onto the fields during training and matches. Please respect the training / match space and stay in the designated areas.
- ⚽ **DON'T** - Give instructions. You do not know what the coaches set up is and you could be contradicting this. Players should only be listening out for instructions from teammates and coaches. Everything else is an overload of information.

## MATCH DAY PROCEDURES

- ⚽ Confirm your attendance and non-attendance as soon as possible by the deadline set in email.
- ⚽ Please arrive at the game 30 minutes before kick off.
- ⚽ Bring the match day fee to field and pay the coach before the match.
- ⚽ Do not interrupt or stand in the coaches' team talks, unless invited over.
- ⚽ Stand on the opposite side of field to the team and coach
- ⚽ Do not coach the players, leave that to the coach.
- ⚽ Encourage ALL players on the field.
- ⚽ Remember in some games a coach will put conditions on the score – 10 passes before a shot, only score with weaker foot etc. This is to ensure we do not embarrass teams (every child should love football). This also provides an opportunity to put a focus on elements we have practiced in training.
- ⚽ Respect the referee and his decisions.
- ⚽ Keep the field clean / Clean-up after yourselves.
- ⚽ Make sure your child wears the match kit.

## COMPLAINTS POLICY STATEMENT

- ⚽ Any complaint/comment should, in the first instance be raised with the coach responsible for the age group. Fox Football coaching staff are happy to listen to any complaint/comment presented to them by parents/guardians of their members. Our aim is to resolve an issue openly and honestly and as quick and effectively as possible.
- ⚽ Should any parent or guardian not wish to discuss an issue directly with the coaches or be dissatisfied with a response provided by them, contact a Director or Head Coach. This is coach Benoit Hay (+84 3 62 47 9129). If you feel strongly you need to go beyond they you can contact Kevin Fox ( +84 93 784 6766)

# THANK YOU !