

Brisbane Kings Inline Hockey Club



ISSUE ESCALATION POLICY

To assist parents in understanding the most appropriate course of action with a club issue or concern, the attached flow chart covers the most common situations and appropriate contact person

For example:

- ◆ If your child is unable to attend a game, you should always inform your team manager directly, who will advise the coach, so that they make alternate arrangements if required
- ◆ If you have a concern or query generally, contact your manager, coaching coordinator or BKILHC Management Committee, who will then raise any inter-club or broader issues with the relevant club or Skate Queensland Inline Hockey Executive on your behalf

Course of action for issues

