

Subject: SYHA Communication Channels for Questions and Concerns

Dear SYHA Parents,

We value open communication and want to ensure you're aware of the steps to take if you have any questions, complaints, or issues regarding our teams. Here's the process for addressing your concerns:

First Step: Team Manager- Please reach out to your team's manager initially. They're your primary point of contact for team-specific matters and can often resolve issues promptly.

Second Step: Head Coach - If the issue isn't resolved with the team manager, or if it's more appropriately handled by coaching staff, contact your head coach. Coaches are equipped to address concerns related to team operations, player development, budgets and game-day experiences.

Final Step: Parent Player Liaison (PPL)- For matters that require further escalation or board involvement, our SYHA Parent Player Liaison (a dedicated board member) is available. The PPL interacts with coaches, players, and families, representing player and family interests, and provides feedback to the board. You can find the PPL's contact information on our website.

We're committed to transparent communication and resolving concerns effectively. For detailed contact information and more details on our policies, please visit our website.

Thank you for your involvement and support!