



Communication Flow Chart

- **Parent**
*Calls or emails their Head Coach / Manager;
If not resolved...*

- **Head Coach / Manager**
*Calls or emails their Zone Age Group Coordinator;
If not resolved...*

- **Zone Coordinator**
*Calls or emails their Zone Commissioner;
If not resolved...*

- **Zone Commissioner**
*Calls or emails the applicable SMHA Chairperson;
If not resolved...*

- **SMHA Chairperson**
*Calls or emails SMHA Executive Director;
If not resolved...*

- **SMHA Executive Director**
Calls or emails Board President to bring to full Board level