



## International Academy Australia

### Liverpool FC International Academy Raising complaints or Concerns

At Liverpool FC International Academy Australia our mission is about inspiring people to be the best they can be, enabling opportunity and creating an environment for success – both for players and coaches. We achieve this through a commitment to delivering quality and authenticity while being role models for our values.

Despite this commitment and the best intentions of coaches, players and parents, sometimes misunderstandings or disputes occur. We also realise from time-to-time players may have questions or concerns about a range of football issues.

We strongly support and encourage players to raise any questions or concerns directly with their coach after training or at another appropriate time as we feel there is a lot to be gained by players initiating these discussions themselves to give them a voice and to take responsibility for their own journey.

We also absolutely support parents raising concerns with us in an appropriate manner. If a situation warrants a parent raising a concern some simple rules will ensure parents, players and coaches will gain the most from their interaction:

- Never look to have a conversation with a coach on the pitch at training – the training field is for coaches and players only.
- Similarly, directly before or after training is not an appropriate place for coaches in charge of players and packing away equipment to have a private discussion.
- Generally, we have a designated Site Lead available at all our programs who is not responsible for a training group and is available to talk with parents wishing to raise questions or concerns.
- If the Site Lead is not available or the matter is of a private nature the best outcomes are usually achieved by scheduling a time to meet the Site Lead prior to or after training or by speaking to one of our office team.
- Our office is staffed most business days and our Office Administrator can be reached via [admin@LFCacademy.com.au](mailto:admin@LFCacademy.com.au) or mobile 0403 209 631.



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If you wish to escalate concerns or issues within the Liverpool FC Academy, or simply discuss aspects of the program outside the coaching environment, the following management staff are available to you: -

Scott Collis  
Head of Football Operations  
Liverpool FC International Academy Australia  
E: [scollis@lfcacademy.com.au](mailto:scollis@lfcacademy.com.au)

Liverpool FC International Academy Australia is also part of ACPE, and all staff are required to act in terms of the ACPE Code of Conduct.

If you have raised a concern but do not feel it has been adequately addressed within the Academy, your concern can be escalated to a Director of Liverpool FC International Academy Australia:

Kevin Kalinko  
Director  
Liverpool FC International Academy Australia  
E: [kevin@kalinko.com.au](mailto:kevin@kalinko.com.au)

These communication guidelines are a practical way for players and families to demonstrate respect for our staff, other players and the values on which we build our program.