

COMPLAINT PROCEDURE:

SWAT prides itself on running a quality program, with a very dedicated group of coaches, staff and support from our Parent Board of Directors. However, from time to time, issues may come up, that may require and an intervention in order to be resolved. The following problem/complaint procedure should be observed.

1. Individuals who have a problem or complaint with a coach/practice/level placement are encouraged to have an open and honest discussion with the coach first. This should take place in a private setting, and should NEVER be done in front of your swimmer, or any of the swimmers or parents at practice or meets. Please make every effort to contact your coach via email to set up a time, prior to discussion, in case the matter takes longer than expected. Parents should not monopolize a coach with issues during the actual practice or meet as this is distracting for all involved and undermines the coaches' authority at a practice and meets.
2. If you feel after discussion with the coach, that the issue has not been resolved, the next step is to contact the Competitive Program Director, and a meeting will be set between the Director/Coach and Parent, to discuss and find ways to resolve the issue.
3. If an appropriate amount of time has elapsed and the matter is still not resolved, the issue needs to be brought to the board for action.

We do have a code of conduct in place that applies to both swimmers and parents. It is up to the Program Director and Board to decide and resolve issues that violate the code of conduct. We strongly encourage you to apply the first 3 steps to resolution. The worse thing you can do for the unity of the team and swimmers, is to sit in the stands at meets or at practices and voice your complaints to everyone at the events, and leave those involved out of the loop - it serves absolutely no one.

Thanks for your help and support on this.

SWAT's Board of Directors.