

## **Complaints/Concerns Procedures**

Parents are encouraged to discuss their disagreements over coaching decisions, philosophy, or team policies with the swimmer's coach directly. To ensure all sides are equally heard and respected it is important that individuals follow procedures outlined below so misinformation and misunderstandings are not created. These meetings are to occur at a time that is appropriate and considerate for all parties. Parents are encouraged to contact the coach ahead of time by email, phone, or at an appropriate time to arrange a meeting. It is **never acceptable** to discuss concerns with a swimmer's coach during practice, in front of other swimmers or parents, or while on deck during meets. It is imperative that the proper time and place are established so all sides can be heard and respected. Parents who do not follow the protocols outlined below risk the possibility of their swimmer being suspended from the team until the issue is resolved. The suspension and its duration will be at the discretion of the Head Coach of YMCA Westside Silver Fins in consultation with the swimmer's level coach. With that in mind, the YMCA Westside Silver Fins has established a process for resolving concerns which provides opportunities for resolution at several levels.

### **Level 1 Concern: Swimmer's Coach**

Level 1 consists of informal discussions between the persons having the concern and swimmer's level coach. Most problems are resolved at this level. If a problem, concern, or complaint should arise, parents are to discuss it with their swimmer's coach first. These discussions are to occur at a mutually agreed upon time where explanations, timelines, and or benchmarks can be mutually established and understood.

### **Level 2 Concern: Head Coach YMCA Westside Silver Fins**

If the complaint is still not resolved to the satisfaction of the complainant, then the concerns must be put into writing and mailed or delivered to the Head Coach for the YMCA Westside Silver Fins. The head coach has 5 business days once the complaint is received to acknowledge the details of the complaint to the complainant. The head coach will conduct a thorough investigation of the merits of the complaint. The head coach may take up to 10 business days from the date of complaint acknowledgement for a resolution to be proposed. A written report will be sent to all parties involved and the YMCA Branch Executive for the Southwest Valley YMCA containing a decision in resolving the complaint.

### **Level 3 Concern: Southwest Valley Family YMCA Branch Director**

If the complainant is not satisfied with the decision of the head coach, he or she may submit a written appeal to the Branch Executive of the Southwest Valley Family YMCA within 10 business days after receipt of the written decision indicating with specificity the nature of disagreement with the decision and his or her reasons underlying such disagreement. The Branch Executive or his/her designee shall consider the appeal within 10 business days after receipt of the appeal on the basis of a record presented before the Branch Executive and shall provide the complainant with a written decision by registered mail within 20 business days following receipt of the written appeal.