

YMCA Westside Silver fins Complaints/Concerns Procedures

Page: 1 – 2 = Safe Sport Concern

Page: 3 & 4 = Concerns with coach decisions, philosophy and or Team Policies

SAFE SPORT CONCERNS

Step 1:

- **Contact the Head Coach – Darian Townsend – darian.townsend@vosymca.org – (602) 212-5151**
- **Team Safe Sport Chair - David Laudati david.laudati@vosymca.org – (602) 212-5142**
- **YMCA Executive Director – Lance Thornton Lance.Thornton@vosymca.org - (602) 688-5356**

If you are uncomfortable with speaking to one of the above you may contact USA Swimming and U.S. Center for Safe Sport contact & reporting information:

- a. USA Swimming (719) 866-4578 [Deal with a Safe Sport Concern](#)
- b. U.S. Center for Safe Sport to make a report. Use the [online reporting form](#), call (720) 524-5640, or find more information at www.uscenterforsafesport.org

Info from USA Swimming on how to Report

WHERE TO START WITH MY CONCERN

When making the decision to report a concern you have, it can often feel intimidating and overwhelming. Please use these guidelines to help you on the first step “Where do I report?” Please use the provided links which will additionally help you get in touch with the appropriate people.

Please note that this is not an exhaustive list. If you are not sure who to contact with a concern please [contact Safe Sport Staff at the National Office](#) and we will be sure to talk through your concern, answer your questions and connect you with the correct people.

If you concern deals with any of the following:

- Sexual Misconduct
- Sexual Harassment
- Sexually Explicit/Inappropriate Communication through Social Media

Please contact the U.S. Center for Safe Sport to make a report. Use the [online reporting form](#), call (720) 524-5640, or find more information at www.uscenterforsafesport.org.

If your concern deals with any of the following:

- Criminal Charges
- Use, Sale, or Distribution of illegal drugs
- Physical Abuse
- Inappropriate Touching
- Lap Sitting
- Coaches sharing hotel rooms with Athletes
- Rubdown or Massage performed by coaches
- Pictures or video taken in locker rooms or changing areas

Please contact Liz Hahn ehahn@usaswimming.org at the National Office or complete the online reporting form.

[LINK TO ONLINE REPORTING FORM](#)

If your concern deals with any of the following:

- Peer to Peer Bullying
- Adult to Athlete Bullying
- Parent Issues
- Violations of team rules and team code of conduct

Please make a report to your team. We have provided a [proposed letter of correspondence](#) to assist you in beginning this process.

MANDATORY REPORTING RULE

Pursuant to federal law, all adults authorized to interact with minor or amateur athletes who learn of facts that give reason to suspect that a child has suffered an incident of child abuse, including sexual abuse, shall make a report of the suspected abuse to law enforcement and/or your state's designated agency within 24 hours.

ARTICLE 306

SEXUAL MISCONDUCT REPORTING REQUIREMENTS

.1 It is every member's responsibility to promptly report any incident regarding sexual misconduct by a member as described in Article 304.3.8 to USA Swimming's Director of Safe Sport. Reporting must occur when an individual has firsthand knowledge of misconduct or where specific and credible information has been received from a victim or knowledgeable third party. Various state laws may also require reporting to law enforcement or to a designated child protection agency.

.2 No member shall retaliate against any individual who has made a good faith report under 306.1.

.3 False reporting of sexual misconduct made in bad faith is prohibited.

.4 Neither civil nor criminal statutes of limitation apply to reports of cases of sexual abuse."

Concerns with coach decisions, philosophy and or Team Policies

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.