

Cascade Swim Club **Grievance Policy**

Purpose:

Cascade Swim Club (“Cascade” or the “club”) is committed to providing an environment of respect that supports the pursuit of individual and team excellence. Being a member of Cascade is a special privilege, and with it comes responsibility.

At the same time, members are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with Cascade policies, bylaws and codes of conduct. Irresponsible behavior by members can result in severe damage to the integrity of the club. This policy outlines how complaints will be handled in addressing conduct that violates the values and expectation outlined in Cascade policies.

Application:

This policy applies to all members of Cascade and any matters that may arise during the regular course of business of the club, events, activities and travel.

Responsibility, Guidelines and Procedures:

Resolution of concerns and grievances is always a difficult issue and the club strongly encourages that reasonable attempts be made to resolve them discreetly on a personal level between the parties directly involved, whether they are swimmers, coaches, or parents. All parties should keep in mind the sensitivity in dealing with issues and understand that we are dealing with the support of our children / swimmers, most of whom are minors. The following guidelines have been put in place for dealing with grievances.

- **Swimmer conduct:**
Discreetly bring the issue to the group’s coach off the deck either in person, by phone, e-mail, or in writing. If the issue is not resolved, then concerns should be put in writing and given to the Head Coach / Director of Swimming and the Club Manager in confidence. Should issues remain unresolved, concerns in writing can then be forwarded to the Club President in confidence.
- **Parent conduct:**
Any complaint against a parent member should be directed in confidence to the Club Manager and President in writing.
- **Coach conduct:**
Discreetly bring the issue to the coach in question off the deck either in person, by phone, e-mail, or in writing. If the issue is not resolved, the concerns should be put in writing and given to the Head Coach / Director of Swimming and the Club Manager in confidence. Should issues remain unresolved, concerns in writing can then be forwarded to the club President in confidence.

- Head Coach / Director of Swimming
Discreetly bring the issue to the Head Coach / Director of Swimming off the deck either in person, by phone, e-mail, or in writing. If the issue is still not resolved a letter in writing should be directed to the Club President in confidence.
- Club Manager conduct
Discreetly bring the issue to the Club Manager either in person, by phone, e-mail or in writing. If further discussion is needed, the issue may be put in writing and given to the Director of Swimming and the Club President in confidence.

Cascade wants to ensure that all concerns will be addressed properly and expeditiously if they are not resolved at the first levels of communication suggested above. All grievances brought forward will be kept in confidence. To that end, it is also expected that any grievances brought forward must be within 14 days of the alleged incident or written statement as to the reason the grievance falls outside of this period. It will be at the discretion of the President (or Board of Directors' designate) whether a grievance is accepted outside of the time frame.

All grievances must be signed by the complainant. Anonymous grievances will not be accepted. The person or persons bringing forward the grievance will do so discreetly and not discuss them with parents or individuals who are not involved. Given the nature of the grievance, should it be warranted, parties involved may be asked to sign the Cascade Confidentiality Policy to limit sensitive nature being shared with unaffected parties and given the issues may arise with minors.

Once a complaint has reached the President (or Board of Directors' designate) in writing, the President will determine one of the following:

- The complaint is frivolous or vexatious and shall be dismissed.
- The complaint is potentially legitimate and will be dealt with as a minor infraction
- The complaint is potentially legitimate and will be dealt with as a major incident.

Parties will be informed as to the classification of the complaint for swimmers. Please refer to the Swimmer Code of Conduct for the definitions of minor and major Infractions and the potential disciplinary actions that can be taken.

When warranted, the issue will be forwarded to the Disciplinary Committees outlined in the Disciplinary Procedures documents.

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