



## GRIEVANCE PROCEDURE

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### Team Elite Grievance Procedure

The **Team Elite** Grievance Procedure provides swimmers, parents, coaches, club leaders and employees a system to address and report grievances in a productive, systematic way. Following these Procedures provides the appropriate parties a means to properly investigate, intervene, and take disciplinary action when needed.

#### **WHERE TO REPORT:**

For issues dealing with sexual misconduct, sexual harassment and/or sexually explicit or inappropriate communication through social media:

- U.S. Center for SafeSport: 720-524-5640 or <https://safesport.i-sight.com/portal>

For issues dealing with physical abuse, emotional abuse, criminal charges and the use, sale or distribution of illegal drugs:

- USA Swimming Safe Sport: [safesport@usaswimming.org](mailto:safesport@usaswimming.org) or <https://fs22.formsite.com/usaswimming/form10/index.html>

For issues dealing with known or suspected child abuse:

Call the County Social Services Department's Child Protective Services Child Abuse Hotline at **(858) 560-2191** or **(800) 344-6000** to report situations in which you suspect that a child has been abused or appears to be at risk of being abused. Your report will be investigated and steps will be taken to protect the child and preserve the family unit. The SDPD will be informed if abuse is involved. If you know that abuse has occurred, you should call SDPD directly at **(619) 531-2000** or **(858) 484-3154**. If the abuse is in progress you should call **911**. Officers will investigate, take steps to protect the victim and prosecute the abuser, and inform the County Social Service Department.

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Team Elite Code of Conduct and violations of the Minor Athlete Abuse Prevention Policy.

These issues are handled at the club level following the procedures outlined below.

- **For coach-owned clubs without a governing board:**

WHOM TO NOTIFY OF A GRIEVANCE (Chain of Command)

*Regarding the Conduct of a Swimmer* - Contact the swimmer's coach.

- Should a parent or swimmer feel another swimmer's conduct is inappropriate or violates the **Team Elite** Code of Conduct, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation (Responsible Coach). This complaint should be made in person or in writing. Coaches will ensure the **Team Elite** head coach is notified of the complaint and will participate in assessing behavior.

*Regarding the Conduct of an Assistant or Age Group Coach* - Contact the Head Coach



- Should a parent or swimmer feel an Assistant or Age Group Coach's conduct is inappropriate or in violation of any Club policies or procedures, the parent/swimmer should notify the Head Coach of this violation. This complaint should be made in person or in writing. The Head Coach will ensure that the **Team Elite** owner is notified of the complaint and will participate in assessing behavior.

*Regarding Conduct of Head Coach – Notify the **Team Elite** – contact [another coach or the club governing board, as applicable]*

- Should a parent or swimmer feel the Head Coach's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the [another coach or the club governing board, as applicable] of this violation. This complaint should be made in person or in writing.

*Regarding Parent or Official Conduct - Notify the Head Coach*

- Should a parent or swimmer feel another **Team Elite** parent's or an official's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach of this violation in person or in writing.

**Note:** With the exception of issues, which immediately affect the health and safety of swimmers, all matters should be discussed before or after a coaching session, as coaches should not be expected to deal with issues during water time.

#### HOW GRIEVANCES WILL BE HANDLED

*The Head Coach has the authority to impose penalties for infractions of the **Team Elite** Athlete, Parent and Coach Codes of Conduct or any behavior(s) they deem not conducive to the best interests of the Club or other swimmers. Consequences are at the sole discretion of the coaches and may include, but aren't limited to, verbal warnings, dismissal from practice, contacting parents, temporary suspension from club activities and expulsion. Involved parties will be informed of the processes and range of potential consequences. The U.S. Center for SafeSport, USA Swimming and local law enforcement (if applicable) will be contacted within 24 hours if a coach, parent, or swimmer violates the SafeSport Code for the U.S. Olympic and Paralympic Movements, the USA Swimming Code of Conduct, Athlete Protection Policy, or local laws.*

1. Gathering Information: The appropriate individuals will contact the person who filed the grievance, and the person against whom the grievance is being filed, to ask questions about what happened. In addition, other witnesses may be contacted for more information. All information will be recorded on the **Team Elite** grievance procedure form.
2. Assessing Behavior: The behavior of the person(s) against which the grievance was brought, will be assessed using club policies and facility rules, USA Swimming Code of Conduct, USA Swimming Safe Sport policies, as well as applicable local and state laws.
3. Consequences will be given and disciplinary action will be taken, if appropriate. These consequences and disciplinary actions will be decided using the following general guidelines:
  - a. Nature of the misconduct
  - b. Severity of the misconduct
  - c. Prior disciplinary actions
  - d. Adverse effect of the misconduct
  - e. Application of the Code of Conduct