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**Grievance Policy**

Patriot Aquatics expects excellence from its employees, coaches, Club leadership, parents, and swimmers. This policy outlines our guidance and procedures to give swimmers, parents, coaches, and club employees a way to address and report grievances effectively so that our commitment to excellence and safety is withheld for all PA members.

In some cases, immediate action is required for the problem that arises (i.e. fighting/bullying). If this is the case, a report should be made within 24 hours to our club president & safe sport coordinator, Clay Parnell. He will then investigate and intervene through the procedures outlined below.

If your concern relates to inappropriate behavior or activity that includes but is not limited to the following:

* Criminal activity
* Use, sale or distribution of illegal drugs
* Physical abuse
* Inappropriate touching
* Lap sitting
* Coaches sharing hotel rooms with athletes
* Rubdowns or massages performed by coaches
* Pictures or videos taken in locker rooms/changing areas

Please report the incident immediately to Safe Sport. Please contact Liz Hahn [ehahn@usaswimming.org](mailto:ehahn@usaswimming.org) at the National Office or compete the online reporting form.

If your concern relates to sexual misconduct, sexual harassment or sexually explicit communication through any media, please contact the U.S Center for SafeSport to make a report immediately. You can report your concern online or call 720-524-5640. More information can be found at [www.uscenterforsafesport.org](https://nam10.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.uscenterforsafesport.org%2F&data=02%7C01%7C%7C8fbef72d61c447eedd4b08d79e9fba06%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637152281519444133&sdata=wbKNPZfP3mk%2BFte0OpbZeyYiW5rWeleKvP3W%2FtXpf%2Bs%3D&reserved=0).

Any concerns dealing with fraud, deception, or recruiting should be directed to the Southern Zone Board of Review at dwilliamsonses@gmail.com.

**TYPES OF GRIEVANCES**

1. Swimmer conduct
2. Assistant or Age Group Coach Conduct
3. Head Coach Conduct
4. Employee Conduct (non-swim team employees)
5. Board of Director Member Conduct
6. USA Swim Official or swim team parent conduct

**WHOM TO NOTIFY OF A GRIEVANCE (The 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 Athlete 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.

**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.

**Regarding Conduct of Head Coach** – Notify PA Team Owner

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 Team Owner of this violation.  This complaint should be made in person or in writing.   If the Team Owner is not immediately available, this complaint may be presented to any member of the PA Team Owner, with notification made in writing to the President.  This complaint will be subject to review and discussion by the PA Team Owner.

**Regarding Parent or Swim Official Conduct-Notify the Head Coach or any Board Member**

Should a parent or swimmer feel another PA parent’s conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach and Club President of this violation in person or in writing. This complaint will be reviewed and discussed by the Team Owner and Head Coach.

**HOW GRIEVANCES WILL BE HANDLED**

*The Coaches and Team Owner have the authority to impose penalties for infractions of the PA Athlete Code of Conduct listed above 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/or PA Team and may include, but aren’t limited to, verbal warnings, dismissal from practice, contacting parents, and expulsion. USA Swimming and local law enforcement (if applicable) will be contacted within 24 hours if a swimmer violates the USA Swimming Code of Conduct, Athlete Protection Policy, or local laws.*

1. **Gathering Information:** The appropriate individuals will reach out to the person who filed the grievance and the person against whom the grievance is being filed to ask questions about what happened. Other witnesses may be contacted for more information, as well.
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, and 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:
   1. Nature of the misconduct
   2. Severity of the misconduct
   3. Prior disciplinary actions against swimmer
   4. Adverse effect of the misconduct on other swimmers
   5. Application of the Code of Conduct

**APPEALS PROCEDURE**

Any initial conduct review and disciplinary action will be the responsibility of the initial person(s) responsible for officially receiving said grievance (see “to whom to report” above). A decision, and/or disciplinary action, will be issued as soon as reasonably possible.

If a Parent/Swimmer who registers the complaint with an Assistant or Age Group Coach feels the disciplinary action is insufficient or unsatisfactorily resolves the issue, *or* if the responsible coach fails to address the parent/swimmer’s concerns in a timely manner, the parent/swimmer may appeal the decision to the Head Coach, in writing, within 7 days of the initial complaint. A decision and/or disciplinary action will be issued by the Head Coach as soon as reasonably possible.

If the parent/swimmer who registers the complaint appeals the Responsible Coach’s conduct review and/or disciplinary action to the Head Coach **and** feels the Head Coach’s decision/disciplinary action is insufficient or unsatisfactorily resolves the issue, *or* if the Head Coach fails to address the parent/swimmer’s concerns in a timely manner, the parent/swimmer may request that the  Team Owner review all disciplinary actions and any appeals to the Head Coach up to that point by the NCA Team Owner .

The decision of the Team Owner regarding any complaint, and any resulting disciplinary action, is final.