

## US AQUATICS CLUB GRIEVANCE POLICY

The US Aquatics Club Grievance Policy provides guidance and procedures for swimmers, parents, and coaches to address and report grievances impartially and systematically, allowing the appropriate parties to investigate and intervene, and take disciplinary action when needed.

Parents and swimmers should discuss all issues of concern before or after a coaching session, and coaches should not be expected to deal with issues during water time. For situations requiring immediate action such as fighting or bullying, the coaching staff may temporarily suspend or exclude the athlete(s) from a single practice session. The coaching staff should immediately follow up with all parties involved in the issue within 24 hours.

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
- Coaches sharing hotel rooms with athletes
- Rubdowns or massages performed by coaches
- Pictures and or videos were taken in locker rooms or changing areas
- Violations of USA Swimming's Minor Athlete Abuse Prevention Policy (MAAPP)

Please report the incident immediately to the US Center for Safe Sport 24 hour helpline at 866-200-0796, or online at [safesporthelpline.org](https://safesporthelpline.org).

If your concern relates to sexual misconduct, sexual harassment, or sexually explicit communication through any media, please contact the U.S Center for Safe Sport to report immediately. You can report your concern online or call 720-531-0344. More information can be found at [www.uscenterforsafesport.org](https://www.uscenterforsafesport.org).

### TYPES OF GRIEVANCES

1. Swimmer conduct
2. Assistant Coach Conduct
3. Head Coach Conduct
4. 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

If a parent or swimmer feels another swimmer's conduct is inappropriate or violates the Athlete Code of Conduct, the parent/swimmer should discuss these concerns with the USAC coach of the swimmer responsible for the violation. The complaint should be made in person or writing. The coach will notify the Head Coach who will determine the appropriate course of action.

**Regarding the Conduct of an Assistant** - Contact the Head Coach

Should a parent or swimmer feel an Assistant Coach's conduct is inappropriate or in violation of any Club policies or procedures, the parent/swimmer should notify the Head Coach of the offense. This complaint should be made in person or writing. The Head Coach will assess the behavior and determine the remedy.

**Regarding Conduct of Head Coach** – Notify the Head Coach

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 Head Coach of this violation in person or writing. If the parent or swimmer cannot resolve the issue with the Head Coach, the team membership between the parent, swimmer, and owner shall be terminated. Parents and swimmers should report all sexual misconduct or sexual harassment issues to the U.S Center for Safe Sport immediately at 720-531-0344 or [www.uscenterforsafesport.org](http://www.uscenterforsafesport.org).

**Regarding Parent, Parent Volunteer, or Swim Official Conduct** - Notify the Head Coach

Should a parent or swimmer feel another USAC parent's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach of the violation in person or write to the USAC Owner/Head Coach.

**HOW GRIEVANCES WILL BE HANDLED**

*The Coach/Owner has the authority to impose penalties for infractions of the USAC Athlete, Parent and Coaches 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 Head Coach/Owner 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 coach, parent or swimmer violates the USA Swimming Code of Conduct, Athlete Protection Policy, or local laws.*

1. Gather Information: The Coach/Owner will designate the appropriate individual to reach out to the person who filed the grievance and the person against whom the complaint is filed to ask questions about what happened. Other witnesses may be contacted for more information, as well. The designated individual will document all information gathered.
2. Assess Behavior: The person(s) against which the grievance was brought will be evaluated and documented using Club policies, 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:
  - a. The nature of the misconduct
  - b. The severity of the misconduct
  - c. Prior disciplinary actions
  - d. The adverse effect of the misconduct
  - e. The application of the Code of Conduct