



FCST GRIEVANCE POLICY FOR SWIMMERS FAMILIES & VOLUNTEERS

Section I: General Policy Guidelines

A. POLICY STATEMENT

The organization is committed to ensuring that all volunteers, swimmers and parents of the organization are free to lodge grievances, to have those grievances dealt with promptly, fairly and non-threateningly by the organization and to have those grievances resolved in a satisfactory manner if possible.

B. SCOPE

The purpose of this policy is to establish mechanisms for organization swimmers, parents, volunteers and other unpaid persons involved in organization business to lodge a complaint or grievance. This policy applies to all of the organization's programs and activities.

C. SUBJECT MATTER

The following procedures are to be implemented to ensure that the organization meets its policy objective of ensuring that all swimmers, parents and volunteers are free to lodge and have resolved any complaints or grievances about the organization, its consumers, its staff or its operations.

- All team members will be aware of the existence of this grievance procedure and will have ready access to the policy on the team website.
- Have appropriate policies and procedures on the lodgement and resolution of grievances.
- Ensure that all organization swimmers, families and volunteers are aware of their right to lodge a grievance and to have that grievance heard.
- Reassure volunteers, swimmers and swimmer parents that lodging a grievance will not prejudice them with respect to ongoing team participation.
- Ensure that the grievance and the organization's response to the grievance are fully documented.
- Ensure the FCST Board of Directors or FCST coaches are informed of any grievances that are lodged, the actions taken by the organization in resolving those grievances and the final outcome.
- Implement appropriate appeal mechanisms at both staff and Board of Directors levels.

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***Last Updated: 10/14
Last Reviewed: 10/14***



Section II: Grievance Procedure

In order to facilitate a clear pathway for grievance resolutions, the problem must be determined to be a “wet” or “dry” issue. All “wet” issues involve activities around the pool and at practices or meets. All other issues are considered “dry”. All “wet” grievances should be brought to the coach’s attention. All “dry” issues should be brought to the Business Manager’s attention.

- Step 1. Volunteers, swimmers and parents have been encouraged to first discuss the matter with the involved party prior to lodging a formal grievance. The first step is to speak to or email the swimmer’s lead coach. If resolution is not reached at that level, that coach’s supervisor should be contacted. The final step on the “wet” side is contacting the Head Coach. It is the team’s expectation that, under normal circumstances, emails will be responded to within 48 hours.
- Step 2. If the matter is not resolved in Step 1, volunteers, swimmers and parents should send a written grievance to the FCST President within twenty (20) days of step 1. The FCST President or a board member appointed to act on their behalf may to listen to the grievance. The president or board member will be required to meet or speak with the individual to listen to the grievance. The president or board member will be required to provide a written response within ten (10) business days of the meeting.
- Step 3. If the grievance is not resolved at Step 2, volunteers, swimmers and parents shall file within twenty (20) business days from the date of the Step 2 decision, a written grievance through the FCST Board of Directors. The volunteer, swimmer, or parent may then request an opportunity to meet with the board to discuss the grievance. The Board will discuss the grievance at the executive session of the next board meeting unless an earlier discussion is requested. A written response will be provided within ten (10) business days of the discussion. The decision of the Board is final.

Section III. Miscellaneous

1. **Retention of Documents.** The grievance and all decisions or responses relating to it shall be filed with the clubs records.
2. **Extension of Time Limits.** An extension of time limits provided in this policy may be requested of the FCST Board of Directors. The FCST Board of Directors shall grant such a request after a determination that good cause exists.
3. **Retaliation Prohibited.** A coach, staff member or board member who retaliates in any way against a swimmer, parent or volunteer who has brought a complaint or grievance pursuant to this policy or against an employee who has participated in a review of the complaint or grievance, is subject to disciplinary action.

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