



CONFLICT RESOLUTION/ Grievance Procedure

Communication is the best way to reduce conflicts within the club. Coaches usually have time after practice to answer questions or provide information. Sending an email or a note with your swimmer is also good way to get information to them.

When conflicts between a swimmer/parent and coach do arise, please try hard to increase communication between the affected parties and not decrease communication. Refrain from discussing disagreements with other parents rather than taking them directly to the coach or Board of Directors. Not only is the problem never resolved that way, but this approach often creates new problems. Listed below are some guidelines for a parent raising some difficult issues with a coach:

- Try to keep foremost in your mind that you and the coach have the best interests of your child at heart. If you trust that the coach's goals match yours—even though his/her approach may be different—you are more likely to enjoy good rapport and a constructive dialogue.**
- Keep in mind that the coach must balance your perspective of what is best for your child with the needs of the team or training group. On occasion, an individual child's interest may need to be subordinate to the interests of the group. In the long run, the benefits of membership in the group may compensate for occasional short-term inconveniences.**
- If your child swims for an assistant coach, always discuss the matter first with that coach following the same guidelines and preconceptions noted above. If the assistant coach cannot resolve your concern satisfactorily, then ask that the head coach join the dialogue as a third party.**
- If the head coach cannot resolve your concern then bring the issue to the President of the Board of Directors.**
- If another parent uses you as a sounding board for complaints about a coach's performance or policies encourage the other parent to speak directly to the coach.**

The following procedures regarding problems, questions, or complaints must be followed by the families who elect to become part of the (club).

A. Problems/questions/complaints regarding practice, stroke instruction, meets, team rules, or any other part of the TRAINING program should be discussed with the following individuals, in order, until the situation is resolved:

- 1. The swimmer's coach**
- 2. The head coach**
- 3. The President of the Board of Directors**
- 4. The Board of Directors at a board meeting**

B. Problems/questions/complaints regarding any other area of the team should be discussed with the following individuals, in order, until the situation is resolved.

- 1. The chair of the committee of the area in question**
- 2. The President of the Board of Directors**
- 3. The Board of Directors at a board meeting**

C. Problems/questions/complaints regarding other parents/swimmers should be discussed with the following individuals, in order, until the situation is resolved.

- 1. The parent/swimmer in question**
- 2. The President of the Board of Directors**