# King Aquatic Club Grievance Procedure

The King Aquatic Club 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.

There is no express time limit for initiating a complaint under this procedure, but every effort should be made to bring the complaint to the attention of the appropriate club leadership as soon as possible to make sure that memories are fresh and behavior can be accurately recalled and the behavior can be stopped as soon as possible.

All grievances and investigations will be kept confidential within the Chain of Command for reporting. Note that there are two reporting paths: one that includes USA Swimming Safe Sport and law enforcement, and another that is within the team leadership.. If you have an issue to report, please use the appropriate contact below.

**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 or https://fs22.formsite.com/usaswimming/form10/index.html

For issues dealing with known or suspected child abuse contact local child protective services:

- King County South-East DCFS Office
  (Local contact for Covington, Auburn, and Federal Way).
  - Reception: (253) 270-0230;
  - Toll Free Reception: 1-800-422-7880;
  - After Hours: 1-800-562-5624
- Washington State DCYF Contact (statewide contact).
  - Toll-Free: (800) 562-5624,
  - Toll-Free: (866) END-HARM (866-363-4276);
  - https://www.dcyf.wa.gov/safety/report-abuse

**WHERE TO REPORT:**
For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the King Aquatic Club 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.

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 King Aquatic Club 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 King Aquatic Club Owners are 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 King Aquatic Club Owners are notified of the complaint and will participate in assessing behavior.

*Regarding Conduct of Head Coach* – Notify the King Aquatic Club Owners

- 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 owners of the King Aquatic Club of this violation. This complaint should be made in person or in writing. If the owners are not immediately available, this complaint may be presented to the President of the Booster Board of Directors, or the team Safe Sport Representative, with notification made in writing to the owners. This complaint will be subject to review by the team owners who may assemble a team as needed.

*Regarding Booster Board Member Conduct* - Notify the King Aquatic Club Board President

- Should a parent or swimmer feel a Director's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Board President of this violation in person or in writing. If the Board President is the Director whose conduct is in question, the Board Vice President should be notified in writing or in person *instead of* the Board President. This complaint will be reviewed and discussed by the full Board of Directors.

*Regarding Parent or Swim Official Conduct* - Notify the Head Coach and Team Owners

- Should a parent or swimmer feel another King Aquatic Club parent's or an official's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach and team owners of this violation in person or in writing. This complaint will be reviewed and discussed by the Head Coach and Team owners.

**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 King Aquatic Club Owners have the authority to impose penalties for infractions of the King Aquatic Club 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/or King Aquatic Club Owners 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 King Aquatic Club 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:
    1. Nature of the misconduct
    2. Severity of the misconduct
    3. Prior disciplinary actions
    4. Adverse effect of the misconduct
    5. Application of the Code of Conduct