

Incident and Complaint Reporting

In order to maintain the positive and healthy atmosphere at the pool, swim meets and events the Team Director and Board encourages all members to abide by the BLUE Team Handbook and the codes of conduct, policies and procedures therein. Reporting of incidents or complaints should be done in good faith and be factual in nature not to include opinions or assumptions.

BLUE's Incident and Complaint Reporting Policy provides swimmers, parents, coaches, club leaders and employees a system to address and report grievances in a productive, systematic way. Following the procedures below provides the appropriate parties a means to properly investigate, intervene, and take disciplinary action when needed.

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: 833-5US-SAFE (587-7233) 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 your local law enforcement office
- Call PA ChildLine at 1-800-932-0313
- Mandated reporters: [Report electronically](#)

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of BLUE's Codes of Conduct and violations of the Minor Athlete Abuse Prevention Policy.

The following procedures are to be used to handle any and all problems, complaints, grievances, or dissatisfactions with a coach, swimmer, parent/guardian/representative, family member.

1. General comments, suggestions, concerns and ideas should be emailed to the Team Director and/or a Board member.
2. If a parent, swimmer, or coach has a specific problem, the Team Director and Board would like to encourage the parties involved to arrange a private meeting to discuss positive ways to correct the situation without Board members or any other outside intervention. All problems, grievances and complaints should be discussed in private, outside of practice and away from anyone else. All disputes should be handled with tact, reason and discretion.
3. If you cannot reach a positive solution or in the case of a major problem the parent/guardian/representative, swimmer or coach should put their issue in writing and email it to the Team Director and/or a Board member. The Team Director and Board takes issue resolution very seriously. Upon receiving a valid complaint or report of an issue, BLUE will promptly begin an investigation to gather such facts as may be necessary to take any corrective appropriate action. An Incident/Complaint Report will be filled out. The results of the investigation will be discussed with the reporting party to the extent appropriate. Confidentiality will be maintained to the maximum extent possible.
4. The final resolution of the above will be at the sole discretion of the Team Director and Board.
5. If a complainant is unsatisfied with their final resolution, they may take their issue to the Compliance Officer. The Compliance Officer can also be contacted at any point instead of the Team Director and Board if a conflict of interest exists with the Team Director/Board. The Compliance Officer and committee will investigate and make recommendations to all parties involved. The complainant has the right to appeal the outcome of any disciplinary action to Middle Atlantic and/or USA swimming as outlined in the provisions and by-laws of those organizations. The Team Director, Board and coaches also reserve the right to appeal to Middle Atlantic Swimming and USA Swimming.
6. **Confidentiality** Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. All documentation is held in the strictest confidence.
7. A report of the number of incidents/complaints filed (personal information withheld) will be listed in each Board Agenda/Minutes by the Secretary and/or reporting Officer as a Quality Assurance indicator.
8. BLUE prohibits retaliation of any kind against anyone reporting an issue in good faith. Anyone who believes that he or she has been retaliated against should immediately report this conduct to the Compliance Officer, Team Director and the Board or at minimum a select number of the Board members of BLUE.