

Complaint/Concern Procedure

Parents and swimmers are encouraged to discuss their complaints/concerns over coaching decisions, philosophy or team policies with their coach directly.

To ensure all sides are heard equally and respected, it is important that parents and swimmers follow the procedures outlined below so misinformation or misunderstandings are not created.

Meetings are to occur at a time that is appropriate and considerate for all parties. Parents and swimmers are encouraged to contact the coach ahead of time by email, phone or at an appropriate time to arrange a meeting.

It is never acceptable to discuss complaints/concerns with a swimmer's coach during practice, in front of other swimmers or parents, or while on deck during meets, except if it is an immediate safety or health concern.

The SPY Swim Team has established a process for resolving complaints/concerns that provide opportunities for resolution at several levels.

Level 1 Complaint/Concern: Discussion With Swimmer's Coach

If a complaint/concern should arise, parents and swimmers are encouraged to discuss it directly with their coach. Most complaints/concerns are resolved at this level. These discussions are to occur at a mutually agreed upon time where explanations, timelines and/or benchmarks can be mutually established and understood.

Level 2: Complaint/Concern: Discussion With Head Coach

If a complaint/concern is still not resolved satisfactorily, then parents' or swimmers' complaints/concerns must be put into writing using the Complaint/Concern Form and mailed or delivered to a SPY Swim Team Head Coach and the President of the SPSA Board of Directors. A Head Coach has 5 business days to acknowledge that he or she has received the complaint/concern. After a Head Coach receives a Complaint/Concern Form, he or she will then conduct a thorough investigation of the merits of the complaint/concern. This investigation could include talking to all parties involved (swimmers, coaches, parents) to better understand the situation. A Head Coach may take up to 10 business days from the date of complaint/concern acknowledgement for a resolution to be proposed. A written report will be sent to all parties involved as well as the President of the Board of Directors containing a decision in resolving the complaint/concern.

Level 3: Complaint/Concern: President of the Board of Directors

If the parent or swimmer is not satisfied with the decision of a Head Coach, or if the complaint/concern in question is specifically about a Head Coach, he or she may submit a Complaint/Concern Form directly to the President of the Board of Directors. In the case where a parent or swimmer is not satisfied with the decision of a Head Coach, the Complaint/Concern Form should be submitted within 10 business days after receipt of the written decision indicating the nature of disagreement with the decision and his or her reasons underlying such disagreement.

The President of the Board of Directors or his/her designee has 5 business days to acknowledge that he or she has received the complaint/concern. After the President receives a complaint/concern, he or she or his/her designee will then conduct a thorough investigation of the merits of the complaint/concern. This investigation could include talking to all parties involved (swimmers, coaches, parents) to better understand the situation. The President or his/her designee may take up to 10 business days from the date of complaint acknowledgement for a resolution to be proposed. The decision of the President of the Board of Directors is final.

COMPLAINT/CONCERN FORM

Please use this form only after you have spoken with your coach directly about your complaint/concern. This form should be filled out completely and given to a SPY Head Coach as well as the President of the Board of Directors. For Level 2 complaints/concerns, a Head Coach has 5 business days to acknowledge receipt of this form and an additional 10 business days to send a written response with a proposed resolution. A copy of the written response will also be sent to the President of the Board of Directors. For Level 3 complaints/concerns, the President of the Board or his/her designee has 5 business days to acknowledge receipt and an additional 10 business days to send a written response with a final resolution.

Date:

Name of parent(s) or swimmer(s) filing complaint/concern:

1. Please describe your complaint/concern. Please include dates, names of swimmers or coaches, and any other details you feel are important.
2. Please describe what you have already done to resolve this complaint/concern.
3. Please describe how you feel the complaint/concern should be

resolved.

4. Based on your complaint/concern, please state what changes you feel should be made to team policies and procedures so that this issue does not happen again.