

Monocacy Aquatic Club
Grievance Reporting Policy



The purpose of this policy is to create a standard method for all MAC athletes, families, coaches and staff to report issues, code of conduct violations or team policy violations. These issues should only be reported to and discussed with the appropriate MAC coaches, staff or Directors.

Throughout this process, group coaches will keep the head coach informed and the head coach will keep the MAC Board of Directors informed as necessary. Please follow the reporting progression so that issues are dealt with and resolved as quickly as possible and the necessary MAC coaches, administrators or Directors are informed.

MAC Families:

1. Report all issues to your group coach as quickly as possible. Please make reports in person or through email. Texting and social media are not reliable methods of reporting.
2. If your issue is not resolved in a satisfactory manner or if you need to report and issue with your group coach, contact the head coach.
3. If you are still not satisfied with the resolution or if your concern is with the head coach, contact the MAC Board President.
4. Any Safe Sport issues can also be reported to MD Swimming or USA Swimming Safe Sport. Please see the MAC website for all Safe Sport reporting and contact information.

MAC Coaches:

1. Issues or concerns with swimmers or families will be addressed with the individual swimmer and family. The head coach will be informed as necessary.
2. Issues or concerns with another coach can be reported to the head coach.
3. Issues or concerns with the head coach should be reported to the MAC Board President.

All Code of Conduct or Safe Sport violations will be reported immediately to the head coach. Additionally, Safe Sport issues can be reported directly to USA Swimming Safe Sport. Please see the MAC website for all Safe Sport reporting and contact information.