

## **Columbia Swim Club GRIEVANCE PROCEDURE**

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The **Columbia Swim Club (CSC)** Grievance Procedure provides swimmers, parents/guardians, coaches, club leaders and employees a system to address and report grievances in a productive and systematic way. These procedures provide 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 (833- 587-7233) or <https://safesport.i-sight.com/portal>

For issues dealing with physical abuse, emotional abuse, criminal charges or the use, sale or distribution of illegal drugs:

- USA Swimming Safe Sport: [safesport@usaswimming.org](mailto:safesport@usaswimming.org) or <https://fs22.formsite.com/usaswimming/form10/index.html>

For issues dealing with known or suspected child abuse:

- Contact the local law enforcement and/or other state required agency.

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent/guardian issues, violations of the Columbia Swim 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/guardian or swimmer feel another swimmer's conduct is inappropriate or violates the **CSC Athlete Code of Conduct** and **Safe Sport Policies**, the parent/guardian/swimmer should discuss these concerns with the coach of the swimmer responsible for the alleged violation (Responsible Coach). This complaint should be made in person or in writing. The Responsible Coach will notify the Age Group Head Coach, and Head Coach. Within twenty-four hours of receiving a complaint whether verbally or in writing, coaches will notify the CSC Safe Sport Coordinator and the President of the Board of Directors. The Head Coach will participate in assessing the behavior. Coaches will communicate the status of the grievance to the reporting swimmer's parent/guardian(s).

**Regarding the Conduct of an Assistant or Age Group Coach** - Contact the Head Coach

Should a parent/guardian or swimmer feel an Assistant or Age Group Coach's conduct is inappropriate or in violation of any club policies or procedures, the parent/guardian/swimmer should notify the Head Coach of this alleged violation. This complaint should be made in person or in writing. Within twenty-four hours of receiving a complaint whether verbally or in writing, the Head Coach will notify the CSC Safe Sport Coordinator and the President of the Board of Directors. The Head Coach will participate in assessing the behavior. Coaches will communicate

the status of the grievance to the reporting swimmer's parent/guardian(s).

**Regarding Conduct of Head Coach** – Notify the CSC Safe Sport Coordinator or CSC Board President

Should a parent/guardian or swimmer feel the Head Coach's conduct is inappropriate or violates any Club policies or procedures, the parent/guardian/swimmer should notify the Safe Sport Coordinator or President of the Board of Directors of this alleged violation. Within twenty-four hours of receiving a complaint whether verbally or in writing, the CSC Safe Sport Coordinator will notify the CSC Board President or the CSC Board President will notify the CSC Safe Sport Coordinator. This complaint should be made in person or in writing. If the President is not immediately available, this complaint may be presented to any member of the Board of Directors, with notification made in writing to the President. This complaint will be subject to review and discussion by the CSC Safe Sport Coordinator and the full Board of Directors. The Board will communicate the status of the grievance to the reporting swimmer's parent/guardian(s).

**Regarding Board of Director Member Conduct** - Notify the CSC Board President

Should a parent/guardian or swimmer feel a Director's conduct is inappropriate or violates any Club policies or procedures, the parent/guardian/swimmer should notify the Board President of this alleged 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. The Board will notify the CSC Safe Sport Coordinator. This complaint will be reviewed and discussed by the Board of Directors. The Board will communicate the status of the grievance to the reporting swimmer's parent/guardian/guardian/guardian(s).

**Regarding parent/guardian or Swim Official Conduct** - Notify the Head Coach and Board President

Should a parent/guardian or swimmer feel another **CSC** parent/guardian's or an official's conduct is inappropriate or violates any Club policies or procedures, the parent/guardian/swimmer should notify the Head Coach and Board President of this violation in person or in writing. This complaint will be reviewed and discussed by the full Board of Directors. The Board will notify the CSC Safe Sport Coordinator. The Board will communicate the status of the grievance to the reporting swimmer's parent/guardian/guardian/guardian(s).

**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 Board of Directors have the authority to impose penalties for infractions of the CSC Athlete, parent/guardian and Coach Code of Conduct, Safe Sport policies 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 in consultation with the CSC Board or solely the CSC Board's discretion and may include, but are not limited to, verbal warnings, dismissal from practice, contacting parent/guardian/guardian/guardians, 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/guardian/guardian/guardian, 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 obtained through a variety of methods and said information will be documented. The information gathered in an investigation will be provided to the Board and remain confidential.

2. Assessing Behavior: The behavior of the person(s) against which the grievance was brought, will be assessed using CSC 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:
  - a. Nature of the misconduct
  - b. Severity of the misconduct
  - c. Prior disciplinary actions
  - d. Adverse effect of the misconduct
  - e. Application of the Code of Conduct
4. The appropriate person, including but not limited to, coaches, Age Group Coach, Head Coach, CSC Safe Sport Coordinator or Board will communicate to the swimmer's parent/guardian/guardian/guardian(s) that the grievance has been investigated and a resolution reached.

### **APPEALS PROCEDURE**

1. Any alleged Code of Conduct or Safe Sport policies violation will be reviewed and disciplinary action will be the responsibility of the Age Group Head Coach and Head Coach in conjunction with the CSC Board. A decision, and/or disciplinary action, will be issued as soon as reasonably possible.
2. If the person making a grievance does not feel that the disciplinary action is sufficient or satisfactorily resolves the issue, or fails to address the person's concerns in a timely manner, the person may appeal the decision to the Vice-President of the Board, in writing, within 7 days of the resolution of the grievance.
3. The Vice-President of the Board will select three members to assist with the review and evaluation of said appeal. A decision and/or disciplinary action will be issued by the Vice-President of the Board as soon as reasonably possible. If the appealed action involves the Vice-President then the Treasurer of the Board will select three members to assist with the review and evaluation of said appeal.
4. The decision of the Board regarding any complaint, and any resulting disciplinary action, is final.