



## SPRINGFIELD AQUATICS GRIEVANCE POLICY

### Grievance Policy and Procedures

Springfield Aquatics (SPA) expects excellence from its coaches, Club leadership, parents, and swimmers. Nobody is perfect, however, and at times undesirable circumstances, situations, and behaviors happen. But because of Springfield Aquatics' commitment to excellence and safe sports, individuals or groups must be held accountable for behaviors, words, and actions that do not represent the values and conduct expected from USA Swimming and Springfield Aquatics members.

The Springfield Aquatics Grievance Procedures give swimmers, parents, coaches, and board members a way to address and report grievances in a productive, systematic way that allows the appropriate parties to investigate and intervene and take disciplinary action when needed.

### TYPES OF GRIEVANCES

1. Swimmer conduct
2. Coach Conduct
3. Head Coach Conduct
4. Parent Conduct
5. USA Swim Official Conduct

### HOW GRIEVANCES WILL BE HANDLED

The Springfield Aquatics Board has the authority to impose penalties for infractions of the SPA Athlete Code of Conduct, Bullying Policy, 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 Board Members based on the Head Coach recommendations which may include, but aren't limited to, verbal warnings, dismissal from practice, contacting parents, and removal from the swim team. USA Swimming and local law enforcement (if applicable) will be contacted within 24 hours if a swimmer violates the USA Swimming Code of Conduct, Safe Sports Policy, Bullying Policy, or local laws.

1. **Gathering Information:** The appropriate individuals will reach out to the person who filed the grievance and the person against whom the grievance is being filed to ask questions about what happened. Other witnesses may be contacted for more information, as well.
2. **Assessing Behavior:** The behavior of the person(s) against which the grievance was brought will be assessed using the SPA policies and facility rules, SPA Code of Conduct, USA Swimming Safe Sport policies, and 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 against swimmer
- d. Adverse effect of the misconduct on other swimmers
- e. Application of the Code of Conduct

#### **WHOM TO NOTIFY OF A GRIEVANCE (The Grievance Chain-of-Command)**

- **Regarding the Conduct of a Swimmer** - Contact the swimmer's group coach
- **Regarding the Conduct of the Group Coach** - Contact the Head Coach
- **Regarding Conduct of Head Coach** – Notify the Board President
- **Regarding Board Member Conduct** - Notify the SPA Board President and Head Coach
- **Regarding Parent or Swim Official Conduct** - Any Board Member

#### **APPEALS PROCEDURE**

Any initial conduct review and disciplinary action will be the responsibility of the initial person(s) responsible for officially receiving said grievance. A decision, and/or disciplinary action, will be issued as soon as reasonably possible.

If a Parent/Swimmer who registers the complaint with a Group Coach feels the disciplinary action is insufficient or unsatisfactorily resolves the issue, *or* if the responsible coach fails to address the parent/swimmer's concerns in a timely manner, the parent/swimmer may appeal the decision to the Head Coach, in writing, within 7 days of the initial complaint. A decision and/or disciplinary action will be issued by the Head Coach as soon as reasonably possible.

If the parent/swimmer who registers the complaint appeals the group Coach's conduct review and/or disciplinary action to the Head Coach **and** feels the Head Coach's decision/disciplinary action is insufficient or unsatisfactorily resolves the issue, *or* if the Head Coach fails to address the parent/swimmer's concerns in a timely manner, the parent/swimmer may request that the SPA Board review all disciplinary actions and any appeals to the Head Coach up to that point by the SPA Board .

The decision of the SPA Board regarding any complaint, and any resulting disciplinary action, is final.