



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 coach

Should a parent or swimmer feel another swimmer's conduct is inappropriate or violates the Athlete Code of Conduct, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation (Responsible Coach). This complaint should be made in person or in writing. The Coach will immediately notify the Board Members of the concern.

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

Should a parent or swimmer feel an Assistant or Age Group Coach's conduct is inappropriate or in violation of any Club policies or procedures, the parent/swimmer should notify the Head Coach of this violation. This complaint should be made in person or in writing.

Regarding Conduct of Head Coach – Notify the NCA Team Owner

Should a parent or swimmer feel the Head Coach's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the President of the Springfield Aquatics Board. 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 Springfield Aquatics Board, with notification made in writing to the President. This complaint will be subject to review and discussion by the Springfield Aquatics Board.

Regarding Board of Director Member Conduct- Notify the SPA Board President and Head Coach

Should a parent or swimmer feel a Director's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach and Board President of this 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. This complaint will be reviewed and discussed by the SPA Board members not noted in the concern and Head Coach.

Regarding Parent or Swim Official Conduct-Notify the Head Coach or any Board Member

Should a parent or swimmer feel another SPA parent's conduct is inappropriate or violates any Club policies or procedures, the parent/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 Board Members and Head Coach.

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.