

Rockingham Area Youth Swimming (RAYS) Grievance Procedure

The RAYS Grievance Procedure provides swimmers, parents, coaches, The Workout Club management and employees a system to address and report grievances in a productive, systematic way. Following these procedures provides 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 (587-7233) or <https://uscenterforsafesport.org/report-a-concern/>

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

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

For issues dealing with known or suspected child abuse:

- Contact NHDCYF
- 603-271-6562
- <https://www.dhhs.nh.gov/programs-services/child-protection-juvenile-justice>

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of RAYS Code of Conduct and violations of the Minor Athlete Abuse Prevention Policy, follow 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 or swimmer feel another swimmer's conduct is inappropriate or violates the RAYS Code of Conduct, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation. This complaint should be made in person or in writing. Coaches will ensure the RAYS head coach is notified of the complaint and will participate in assessing behavior.

Regarding the conduct of an Assistant Coach - contact the Head Coach

- Should a parent or swimmer feel an Assistant 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. The Head Coach will ensure that The Workout Club management is notified of the complaint and will participate in assessing behavior.

Regarding the conduct of the Head Coach - notify the Parent Advisory Board (PAB) president and/or The Workout Club Management team.

- 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 Workout Club Management team of this violation. The complaint should be made in person or in writing.

Regarding Parent or Official Conduct - Notify the Head Coach

- Should a parent or swimmer feel another RAYS parent or an official's conduct is inappropriate or violates any club policies or procedures, the parent/swimmer should notify the Head Coach of this violation in person or in writing.

Regarding conduct by members of The Workout Club - Notify the Head Coach

- Should a parent or swimmer feel a gym member/non-RAYS swimmer of The Workout Club's conduct is inappropriate or violates any team policies or procedures, the parent/swimmer should notify the Head Coach of this violation in person or in writing.
- This behavior could occur in any area of The Workout Club including but not limited to the lobby, gym area, aquatics center or locker rooms.
- The Head Coach will then work with the management team of The Workout Club to investigate the issue and deal with it according to the The Workout Club policies. This may include interviews with other members and/or viewing of security camera footage.

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 meet or practice times.

HOW GRIEVANCES WILL BE HANDLED

The head coach has the authority to impose penalties for infractions of the RAYS athlete, parent, and coach of 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 and may include, but are not limited to; verbal warnings, dismissal from practice, contacting parents, temporary suspension from club activities and expulsion. Involved parties will be informed of the processes and range of potential consequences. The US Center for SafeSport, USA Swimming and local law enforcement (if applicable) will be contacted within 24 hours if a coach, parent, or swimmer violates the SafeSport Code for the US 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 recorded on the RAYS grievance procedure form.

2. Assessing Behavior: The behavior of the person(s) against which the grievance was brought, will be assessed using club policies and facility rules, USA Swimming Code of Conduct, USA Swimming SafeSport 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