



TEAM Eugene Aquatics Team Conflict Policy Grievance Procedure

Most problems or conflicts can be resolved, or avoided entirely, if the incident is dealt with quickly and directly between the involved parties. If a TEAM Board, parent or community member has a problem, complaint, or dispute, s/he should make every effort to resolve the matter through informal discussion with the person(s) involved. In all conflicts, the YMCA Core Values are to be followed:

Caring: to demonstrate a sincere concern for others, for their needs and well-being. Related values: compassion, forgiveness, generosity, and kindness.

Honesty: to tell the truth, to demonstrate reliability and trustworthiness through actions that are in keeping with my stated positions and beliefs. Related values: integrity and fairness.

Respect: to treat others as I would want them to treat me, to value the worth of every person, including myself. Related values: acceptance, empathy, self-respect and tolerance.

Responsibility: to do what is right — what I ought to do, to be accountable for my choices of behavior and actions and my promises. Related values: commitment, courage, good health, service and citizenship.

If attempts at informal resolution are unsuccessful, the following steps may be taken:

Swimmer Experience

A swimmer's experience includes but is not limited to: training, meet schedules, assigned swim group, uniforms, and conduct at practice or meets.

1. Any issue a swimmer or parent/guardian has pertaining to a swimmer's experience should be addressed directly with the swimmer's coach.
2. If the issue is not resolved satisfactorily with the swimmer's coach, the parent/guardian is to contact the head coach within 7 days.
3. If the head coach and parent/guardian are not able to resolve the conflict to mutual satisfaction, the parent/guardian is to contact the appropriate TEAM Age Group Representative within 7 days. The Representative will notify the TEAM Board of Directors, and present the issue at the next monthly Board meeting.
4. The Board will vote on a course of action to resolve the issue, and the TEAM Age Group Representative will inform the involved parties of the Board's decision.

TEAM Governance

Issues regarding the governance of TEAM, or situations unrelated to a specific swimmer or swimmers, are to be resolved by the following steps:

1. A. If a parent/guardian of a TEAM participant has issue with the governance of TEAM, the TEAM Age Group Representative is to be contacted and given a written statement of the situation.
B. If a community member has an issue with TEAM, the President of the Board is to be contacted, and given a written statement of the situation.

2. The Representative or President (depending on origin of complaint) will notify the TEAM Board of Directors and will present the issue at the next monthly Board meeting, If the person(s) filing the statement wishes, s/he may request permission attend the Board Meeting and may request permission to read aloud the written statement at the board meeting if desired. The request may or may not be granted at the discretion of the Board President.
3. The Board will vote on a course of action to resolve the issue. The TEAM Age Group Representative or Board President (depending on origin of complaint) will inform the individual of the Board's decision.

The TEAM Board may, if it deems necessary, elicit the services of a professional mediator to resolve conflicts. The use of a mediator is an extreme case, and parties should note that when conflict mediators are utilized the outcome is usually not completely satisfactory to either party in the conflict.