Grievance Procedures

**Categories of Complaints:**

1. Conduct of a Swimmer

2. Conduct of an Assistant Coach

3. Conduct of a Lead Coach

4. Conduct of the Head Coach

5. Conduct of a Parent/Guardian

6. Conduct of a Board Member

**Registering a Grievance:**

1. Should a parent/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 responsible for that swimmer. This complaint should be made in person or in writing.

2. Should a parent or swimmer feel an Assistant Coach’s conduct is inappropriate or in violation of any team policies or procedures, the parent/swimmer should notify their Lead Coach of this violation. This complaint should be made in person or in writing.

3. Conduct of a Lead Coach- Should a parent or swimmer feel a Lead Coach’s conduct is inappropriate or in violation of any team policies or procedures, the parent/swimmer should notify the Head Coach of this violation. This complaint should be made in person or in writing.

4. Conduct of a Head Coach-Should a parent or swimmer feel the Head Coach’s conduct is inappropriate or violates any team policies or procedures, the parent/swimmer should notify the Board of Directors as well as our Team Operations Director. This complaint should be made in person or in writing.

5. Conduct of a Parent/Guardian-Should any person feel a parent/guardian is acting in an inappropriate way or violates any team policies or procedures, the parent/swimmer should notify their Lead Coach of this violation. The complaint should be made in person or in writing.

6.Conduct of a Board Member- Should any person feel a Board Member is acting in an inappropriate way or violates any team policies or procedures, the parent/swimmer should notify the Head Coach and Team Operations Director of this violation. The complaint should be made in person or in writing.

**Grievance Procedure:**

After an initial conduct review, any disciplinary action will be the responsibility of the Head Coach. A decision, and/or disciplinary action, will be issued as soon as reasonably possible.

a. If the parent/swimmer registering the complaint feels the Head Coach’s disciplinary action is insufficient or unsatisfactorily resolves the issue, the parent/swimmer may write to the Head Coach for clarification. The further complaint must be in writing within 7 days of the initial complaint. A decision, disciplinary action, or clarification, will be issued by the Head Coach as soon as reasonably possible.

b. If the parent/swimmer registering the complaint appeals the Head Coach **and** feels their decision/disciplinary action is insufficient or unsatisfactorily resolves the issue, the parent/swimmer may appeal to the Board of Directors.

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