

## Longhorn Aquatics Grievance Policy and Procedures

Longhorn Aquatics expects excellence from its employees, coaches, administration, parents, and athletes. Nobody is perfect, however, and at times undesirable circumstances, situations, and behaviors happen. But because of Longhorn Aquatics' commitment to excellence and safety, individuals or groups must be held accountable for behaviors, words, and actions that do not represent the values and conduct expected from our national governing bodies and Longhorn Aquatics members.

The Longhorn Aquatics Grievance Procedures give athletes, parents, coaches, administration and employees 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. Athlete conduct
2. Assistant Coach Conduct
3. Head Coach Conduct
4. Administration Conduct
5. Parent Conduct

### HOW GRIEVANCES WILL BE HANDLED

*The Director and Head Coach have the authority to impose penalties for infractions of the Longhorn Aquatics Athlete Code of Conduct listed above or any behavior(s) they deem not conducive to the best interests of Longhorn Aquatics or other athletes. Consequences are at the sole discretion of Longhorn Aquatics and may include, but aren't limited to, verbal warnings, dismissal from practice, contacting parents and expulsion. National governing body (NGB) and local law enforcement (if applicable) will be contacted within 24 hours if an athlete violates the NGB Code of Conduct, Athlete Protection 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 Longhorn Aquatics policies and facility rules, NGB Code of Conduct, NGB 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 athlete
  - d. Adverse effect of the misconduct on other athletes
  - e. Application of the Code of Conduct

### WHO TO NOTIFY OF A GRIEVANCE (Grievance Chain-of-Command)

#### **Regarding the Conduct of an Athlete- Contact the Athlete's Coach**

Should a parent or athlete feel another athlete's conduct is inappropriate or violates the Athlete Code of Conduct, the parent/athlete should discuss these concerns with the coach of the athlete responsible for the violation. This complaint should be made in person or in writing.

***Regarding the Conduct of an Assistant Coach- Contact the Head Coach***

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

***Regarding Conduct of Head Coach- Notify Longhorn Aquatics Director***

Should a parent or athlete feel the Head Coach's conduct is inappropriate or violates any Longhorn Aquatics policies or procedures, the parent/athlete should notify the Director of Longhorn Aquatics of this violation. This complaint should be made in person or in writing. If the Director is not immediately available, this complaint may be presented to any member of the Longhorn Aquatics administration, with notification made in writing to the Director. This complaint will be subject to review and discussion by the Longhorn Aquatics Director.

***Regarding Administration Conduct- Notify the Director and Head Coach***

Should a parent or athlete feel the administration's conduct is inappropriate or violates any Longhorn Aquatics policies or procedures, the parent/athlete should notify the Head Coach and Board President of this violation in person or in writing. If the Director whose conduct is in question, the University should be notified in writing or in person *instead of* the Director. This complaint will be reviewed and discussed by the University and Head Coach.

***Regarding Parent Conduct- Notify the Head Coach or Director***

Should a parent or athlete feel another Longhorn Aquatics parent's conduct is inappropriate or violates any Longhorn Aquatics policies or procedures, the parent/athlete should notify the Head Coach or Director of this violation in person or in writing. This complaint will be reviewed and discussed by the Director 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 (see "who to report to" above). A decision, and/or disciplinary action, will be issued as soon as reasonably possible.

If a Parent/Athlete who registers the complaint with an Assistant Coach feels the disciplinary action is insufficient or unsatisfactorily resolves the issue, *or* if the responsible coach fails to address the parent/athlete's concerns in a timely manner, the parent/athlete 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/athlete who registers the complaint appeals the Responsible 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/athlete's concerns in a timely manner, the parent/athlete may request that the Director review all disciplinary actions and any appeals.

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