

## **Grievance Procedure** for NOVA of Virginia Aquatics

### **Purpose:**

Your safety is paramount to NOVA and USA Swimming. If you experience or witness actions or events that concern you or make you feel uncomfortable, it is important to let someone know. This document outlines the recommended processes where a swimmer, parent, or coach can bring forward a complaint or concern.

### **Who to Contact:**

For concerns related to: bullying, parent issues, unfair treatment, or violations of NOVA team policies:

→ Please reach out to NOVA's SafeSport Coordinator, Ann McGee, [AnnMcGee@novaswim.org](mailto:AnnMcGee@novaswim.org)

For concerns related to inappropriate behavior or activity that includes, but is not limited to, the following: criminal activity, use/sale/distribution of illegal drugs, physical abuse, inappropriate touching, coaches sharing hotel rooms with athletes, rubdowns or massages performed by coaches, pictures and/or videos taken in locker rooms or changing areas, or violations of USA Swimming's Minor Athlete Abuse Prevention Policy (MAAPP):

→ Please report the incident immediately to SafeSport. You can reach out to Virginia Swimming's safe sport coordinator, Maureen Tolliver, [safesportcoord@virginiaswimming.org](mailto:safesportcoord@virginiaswimming.org), 540-288-3180 or USA Swimming SafeSport Director Abigail Howard, [ahoward@usaswimming.org](mailto:ahoward@usaswimming.org), 719-866-4578.

Anonymous reporting can be completed [here](#).

For concerns related to sexual misconduct, sexual harassment, or sexually explicit communication through any media:

→ Please contact the U.S. Center for SafeSport to make a report immediately. You can report your concern [online](#) or call 720-524-5640.

For concerns related to deception, fraud, or recruiting:

→ Please contact the Eastern Zone Board of Review, [ZBORchair@easternzoneswimming.org](mailto:ZBORchair@easternzoneswimming.org) or Director Ward Foley, [gefoley@yahoo.com](mailto:gefoley@yahoo.com)

More information can be found at [www.uscenterforsafesport.org](http://www.uscenterforsafesport.org). Certain people are REQUIRED to report misconduct, and information on mandatory reporting requirements can be found here. If you need guidance, please contact our SafeSport Coordinator, Ann McGee.

### **NOVA Procedures: Reporting, Resolution, and Follow-Up**

Coaches, swimmers, and parents are encouraged to talk with each other to resolve their issues. However, if this isn't possible, members of the NOVA community should know how to file a grievance.

#### 1. Reporting

- Swimmers or parents who have a grievance with another swimmer, parent, coach, or official should contact Safe Sport Coordinator Ann McGee within two weeks of the date of occurrence.

- The coordinator will meet with the individual who raised the grievance to discuss the complaint in a timely and confidential manner. The discussion will be documented within two days of the meeting. Depending on the complaint, a temporary ban from NOVA activities may be needed for all involved parties during the information gathering phase.

## 2. Resolution

- The coordinator will next reach out to the other parties involved to advise that a complaint has been brought forward and will arrange a meeting to gather information from all perspectives regarding the situation. The information presented in the meeting will be documented by the coordinator.
- If the concern relates to bullying, parent issues, unfair treatment, violations of NOVA team policies, a resolution will be pursued with the involved parties to develop and execute a course of action to address and rectify the concern.
- If the concern relates to inappropriate behavior or activity; or sexual misconduct, sexual harassment, or sexually explicit communication; or deception, fraud, or recruiting, the grievance will be brought to the NOVA SafeSport committee immediately for confidential review. The committee will review information relating to the grievance, assure that the proper reporting to outside agencies has occurred, and will determine a resolution based on SafeSport guidelines and NOVA policies. If warranted, the resolution may involve disciplinary actions. Disciplinary action that may be required for swimmers is explained in greater detail in the Swimmer's Code of Conduct. The grievance and resolution may be reviewed with NOVA Board members depending on the seriousness of the situation.
- The goal will be to inform affected parties about decisions relating to the grievance within one week of the initial report. The resolution process and outcome(s) will be documented by the coordinator.
- During the reporting and resolution process, all involved parties, including swimmers, parents, staff, NOVA SafeSport committee members, and NOVA Board members will keep information confidential at all times.

## 3. Follow-up

A key element of the grievance resolution process will involve follow-up actions that will occur after the outcome(s) have been communicated. These actions may include periodic checks on swimmers, staff, and parents involved in the grievance to assure that behaviors and actions have been adjusted in accordance with the grievance resolution. If not, corrective actions will be taken. NOVA's top priority is to provide a safe environment for its swimmers, families, staff, and visitors.