



Chugiak Aquatics Club Grievance Procedure

The **Chugiak Aquatics Club (CAC) Grievance Procedure** provides swimmers, parents, coaches, club leaders 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: 720-524-5640 or <https://safesport.i-sight.com/portal>

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:

- Alaska Department of Health and Social Services, Office of Children's Services: <https://dfcs.alaska.gov/ocs/Pages/childrensjustice/reporting/who.aspx#> or call **1-800-478-4444**

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Chugiak Aquatics Club Code of Conduct and violations of the Minor Athlete Abuse Prevention Policy.

- These issues are handled at the club level following the procedures outlined below.

WHOM TO NOTIFY OF A GRIEVANCE

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 Chugiak Aquatics Club Code of Conduct, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation (Responsible Coach). This complaint should be made in person or in writing. Coaches will ensure the Chugiak Aquatics Club Booster Board is notified of the complaint and will participate in assessing behavior.

Regarding the Conduct of an Assistant or Age Group Coach - Contact the Head Coach

- Should a parent or swimmer feel an Assistant or Age Group 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 Chugiak Aquatics Club Booster Board is notified of the complaint and will participate in assessing behavior.

Regarding Conduct of Head Coach – Notify the Chugiak Aquatics Club Booster Board President

- 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 President of the



Booster Board of this violation. This complaint should be made in person or in writing. If the President is not immediately available, this complaint may be presented to any member of the Board, with notification made in writing to the President. This complaint will be subject to review and discussion by the full Booster Board.

Regarding Booster Board Member Conduct - Notify the Board President or Head Coach

- Should a parent or swimmer feel a Board Member's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Board President or Head Coach of this violation in person or in writing. If the Board President is the Member whose conduct is in question, the Head Coach and Board Vice President should be notified in writing or in person *instead of* the Board President. This complaint will be reviewed and discussed by the full Booster Board.

Regarding Parent or Swim Official Conduct - Notify the Head Coach and Board President

- Should a parent or swimmer feel another Chugiak Aquatics Club parent's or an official's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach and Board President of this violation in person or in writing. This complaint will be reviewed and discussed by the full Booster Board.

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 water time.

HOW GRIEVANCES WILL BE HANDLED

The Booster Board has the authority to impose penalties for infractions of the Chugiak Aquatics Club Athlete, Parent and Coach Codes of Conduct or 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/or Chugiak Aquatics Club Booster Board and may include, but aren't 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 U.S. 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 U.S. 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 Chugiak Aquatics Club 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 Safe Sport 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