

Grievance Policy and Procedures

The Board of Directors of the Scottsdale Aquatic Club strives to create an environment that facilitates the optimum development of each child as a swimmer and as a person. Such an environment will support coaches in this effort as well as define lines of accountability for coaches, non-coach personnel such as admin and officials, swimmers, and families. The purpose of this document is to provide SAC staff and membership a way to address and report misconduct and behavioral grievances in a productive, systematic way that allows the appropriate parties to investigate, intervene and take disciplinary action when needed. Many of our current Codes of Conduct contain these procedures as they pertain to our different groups.

HOW GRIEVANCES WILL BE HANDLED

NOTE: Consequences for misconduct by any group may include, but aren't limited to, verbal warnings, dismissal from practice or facility, contacting parents when athletes are involved, and expulsion. USA Swimming and local law enforcement (if applicable) will be contacted within 24 hours if a swimmer violates the USA Swimming Code of Conduct, Athlete Protection Policy, or federal or local laws.

- 1. Gathering Information:** The appropriate individual(s) 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.
- 2. Assessing Behavior:** The behavior of the person(s) against whom the grievance was brought will be assessed using Club policies and facility rules, USA Swimming Code of Conduct, USA Swimming Safe Sport policies, and applicable local, state and federal 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 individual
 - d. Adverse effect of the misconduct on other individuals
 - e. Application of the Code of Conduct

WHOM TO NOTIFY OF A GRIEVANCE (The Grievance Chain-of-Command):

All complaints may be filed in person or in writing.

Regarding the Conduct of a Swimmer - Contact the swimmer's coach

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

Regarding Conduct of Head Coach – Notify the Board of Directors 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 BOD President of this violation. If the President is not immediately available, this complaint may be presented to any member of the SAC Board, with notification made in writing to the President. This complaint will be subject to review and discussion by the SAC BOD.

Regarding Employee (non-coach) Conduct- Notify the Head Coach

Should a parent or swimmer feel a non-coach employee's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach of this violation. If the Head Coach is not immediately available, this complaint may be presented to any member of the SAC BOD, with notification made in writing to the President. This complaint will be subject to review and discussion by the SAC BOD.

Regarding Board of Director Member Conduct- Notify the SAC Board President and Head Coach

Should a parent or swimmer feel a Director'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. If the Board President is the Director whose conduct is in question, the 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 Vice President and Head Coach.

Regarding Parent or Swim Official Conduct-Notify the Head Coach or any Board Member

This complaint will be reviewed and discussed by the BOD 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 "to whom to report" above). A decision, and/or disciplinary action, will be issued as soon as reasonably possible.

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

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

If you are interested in further information as outlined by USA Swimming's Safe Sport National Office, please go [here](#).