



SAN DIMAS AQUATICS GRIEVANCE PROCEDURE(S)

The San Dimas Aquatics 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: **833-5US-SAFE (587-7233)** 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:

- San Dimas Sheriff Station (909) 450-2700

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the San Dimas Aquatics Athlete and Parent 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

A grievance may be filed in person, in writing, or by completing the **San Dimas Aquatics Grievance Form**, found under "Safe Sport" tab our website sandimasaquatics.org. All grievances are kept confidential from the aggressor and will be addressed within 24 hours of when it is received. A parent of the complainant will be asked to be present at all discussions related to the incident.



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 San Dimas Aquatics Athlete Code of Conduct, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation. This complaint should be made in person or in writing. Coaches will ensure SDA Head Coach Courtney Eads is notified of the complaint and will participate in assessing behavior.

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

- Should a parent or swimmer feel an Age Group Coach's conduct is inappropriate or in violation of any SDA or policies or procedures, the parent/swimmer should notify Head Coach Courtney Eads or Team Manager Jennifer Altree of this violation. This complaint should be made in person or in writing. Courtney Eads will ensure that the proper SDA staff are notified of the complaint and will participate in assessing behavior.

Regarding Conduct of Head Coach – Notify Team Manager Jennifer Altree or Lynette Struve

- 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 Team Manager Jennifer Altree or Lynette Struve of this violation. This complaint should be made in person or in writing.

Regarding Parent or Official Conduct - Notify the Head Coach

- Should a parent or swimmer feel another San Dimas Aquatics parent's or an official's conduct is inappropriate or violates the San Dimas Aquatics Parent Code of Conduct or any SDA policies or procedures, the parent/swimmer should notify Team Manager Jennifer Altree or Lynette Struve of this violation in person or in writing.

Note: With the exception of issues which immediately affect the health and safety of swimmers, all matters will 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 San Dimas Aquatics coaches and staff have the authority to impose penalties for infractions of San Dimas Aquatics 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 staff 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. A parent of the complainant will be asked to be present at all discussions with the swimmer related to the incident. All information will be recorded on the San Dimas Aquatics Grievance 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

SDA Coach and Staff Contact Information:

Head Coach Courtney Eads- courtney@sandimasaquatics.org

Age Group Coach/Team Manager Jennifer Altree- jennifer@sandimasaquatics.org

Age Group Coach Tyler Hauck- tyler@sandimasaquatics.org

Age Group Coach Damon Pitre- damon@sandimasaquatics.org

Team Registrar/Admin Lynette Struve-lynette@sandimasaquatics.org