



VICTORY AQUATICS

Team Policy

Grievance Procedure

A grievance is a circumstance that is thought to be unjust and grounds for complaint. Below is a procedure to follow if you feel a grievance has occurred.

Athletes and parents should be sure to get all the facts. Please discard any hearsay and stick to the facts as you know them. Direct your concerns verbally to the appropriate person(s). For example: if you have a concern with a coach, please approach that coach with your concerns in private. Be sure to do so at the appropriate time and not during practice or event. If no time avails itself, please make an appointment to meet with the coach or party.

If during that discussion your issue is not resolved the next step would be to take the issue to the Head Coach. You might be instructed to write up your issue with all the pertaining facts.

When putting the issue in writing please give details of the steps you have taken, and all pertaining facts then present to the Head Coach.

When necessary, the Head Coach would present this problem to the person(s) at which the complaint was directed and listen to their statement. There may be a meeting of all involved parties lead by the Head Coach to reach a reasonable resolution.

The Head Coach would then determine the resolution and take action to resolve the grievance. The head coach reserves the right to bring the matter to the General Manager to ask their opinion. A written resolution would be emailed to the person filing the grievance. The Head Coach's decision is final in the matter.