



Coral Springs Swim Club - Grievance Procedure

The CORAL SPRINGS SWIM CLUB supports everyone to participate in a safe environment, develop friendships and have fun. No one should be subjected to discrimination, harassment, hazing, bullying or abuse. If you believe this behavior is occurring, you have every right to make a complaint. The CORAL SPRINGS SWIM CLUB follows policies and procedures recommended by the 2017 USA Swimming Athlete Protection Policy. When dealing with complaints, you can try to take a few steps to prevent it from happening again, which include the following options:

- Try to sort the matter out yourself;
- Have informal discussions with the other party;
- Mediation;
- File a formal written complaint, describing the incident to the President of the Board;
- If additional evidence or relevant information is presented after the disciplinary action has been taken, you may appeal in writing to the President of the Board of Directors.
- Refer or file a complaint with an external authority (e.g., police, child protection or anti-discrimination agency).

As a member of the CORAL SPRINGS SWIM CLUB, you have a choice in how you would like your complaint dealt with. In some cases, though, the club may have a duty of care and be required to act, irrespective of how you would like the complaint handled (e.g., if a child is believed at risk of harm).

Filing a complaint:

WHOM TO NOTIFY OF A GRIEVANCE (Chain of Command)

*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 Coral Springs Swim 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 Coral Springs Swim Club Board of Directors 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 www.usaswimming.org/protect notify the Head Coach of this violation. This complaint should be made in person or in writing. The Head Coach will ensure that the [insert name of the club] Board of Directors is notified of the complaint and will participate in assessing behavior.

*Regarding Conduct of Head Coach – **Contact the Coral Springs Swim Club 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 Board of Directors of this violation. This complaint should be made in person or in writing. If the President is not immediately



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available, this complaint may be presented to any member of the Board of Directors, with notification made in writing to the President. This complaint will be subject to review and discussion by the full Board of Directors.

Regarding Board of Director Member Conduct - Notify the Coral Springs Swim Club Board President

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 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 full Board of Directors.

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

Should a parent or swimmer feel another Coral Springs Swim 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 Board of Directors.

Note: Except for 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.

You must contact the President of the CORAL SPRINGS SWIM CLUB Board of Directors. Contact Information is available at the CORAL SPRINGS SWIM CLUB's website. If information is not available, you should contact the CORAL SPRINGS SWIM CLUB Head Coach directly (Bruno Darzi – Bruno.darzi@swimcsc.com).

File your complaint at the level at which the issue occurs (e.g., if it is a CORAL SPRINGS SWIM CLUB issue, then it should be dealt with at the local level; if it is a state or national issue direct it to the appropriate authority).

If you are worried that a child is at risk, report your suspicions immediately to the CORAL SPRINGS SWIM CLUB Safe Sport Chair, your Local Swimming Committee (Florida Gold Coast) Safe Sport Chair or an USA Swimming Safe Sport Staff Member and child protection authority (this is a legal requirement in some states).

CORAL SPRINGS SWIM CLUB Safe Sport Chair: Christine Palumbo: swimcsc@swimcsc.com

FLORIDA GOLD COAST Safe Sport Chair: Mike Averett: safesport@fgcswim.org

USA SWIMMING Safe Sport Staff: Liz Hahn: ehahn@usaswimming.org or 719-866-3542

If the issue is serious (e.g., sexual harassment or physical assault) you can either lodge a complaint with your organization or contact your state's:



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- Anti-discrimination agency if you want advice or to refer a complaint about discrimination and harassment, or the Florida Commission on Human Relations (<https://fchr.myflorida.com/>)
- Police department to report allegations of assault or to request police assistance.

You can also contact either agency at any time during the complaint handling process.

The Coral Springs Swim Club 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: Contact the Coral Springs Police Department at 954-344-1800

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Coral Springs Swim 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.

What to expect: The Board of Directors have the authority to impose penalties for infractions of the Coral Springs Swim 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 the Coral Springs Swim Club Board of Directors and may include, but are not 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 Coral Springs Swim Club grievance procedure form. www.usaswimming.org/protect .



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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

Records of the incident and disciplinary actions taken by the committee will be kept for up to 5 years from the date of the incident.



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Record of Complaint:

Name of the person receiving the complaint:	
Complainants' name:	
Complainants' contact information (email and phone number):	
Complainants' role with the club (circle one):	1. Parent 2. Athlete 3. Coach 4. Other _____
Name of the person complained about:	
Person complained about role with the club (circle one):	1. Parent 2. Athlete 3. Coach 4. Other _____
Location/ event of alleged incident:	
Description of alleged issue:	
Nature of complaint (circle one or more):	1. Harassment or Discrimination 2. Sexual 3. Coaching Methods 4. Verbal Abuse 5. Race 6. Bullying 7. Physical Abuse 8. Religion 9. Disability 10. Child Abuse 11. Other _____



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What you want to happen to fix issue:	
Information provided to them:	
Resolution and/or action taken:	
Follow-up Action:	



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ARTICLE 305

MINOR ATHLETE ABUSE PREVENTION POLICIES

The following policies related to Athlete Protection are mandatory components of the USA Swimming Code of Conduct:

305.1 Clubs shall establish their own action plans for implementing the Minor Athlete Abuse Prevention Policies.

305.2 Clubs shall establish their own anti-bullying policy. USA Swimming shall provide a model policy as an example, which shall serve as the default for any club that fails to establish its own policy. Club anti-bullying policies should be reviewed and agreed to annually by all athletes, parents, coaches and other non-athlete members of the club.

305.3 Clubs shall establish their own photography policy. USA Swimming shall provide a model policy as a template, which shall serve as the minimum policy for all clubs. Club photography policies shall be reviewed and agreed to annually by all athletes, parents, coaches, and other non-athlete members of the club.

ARTICLE 306

CHILD ABUSE REPORTING REQUIREMENTS

306.1 Pursuant to federal law, it is every member's responsibility to immediately (i.e., within 24 hours) report any incident of child abuse, including physical or sexual abuse, to law enforcement and the U.S. Center for SafeSport. Reporting must occur when an individual has firsthand knowledge of misconduct or where specific and credible information has been received from a victim or knowledgeable third party. A report to the U.S. Center for SafeSport may be made via telephone at 720-531-0340 or online at www.uscenterforsafesport.org/report-a-concern. Various state laws may also require reporting to law enforcement or to a designated child protection agency.

306.2 Filing a knowingly false allegation of child abuse and sexual misconduct is prohibited and may violate state criminal law and civil defamation laws. Any person making a knowingly false allegation of sexual misconduct shall be subject to disciplinary action by USA Swimming.

306.3 Neither civil nor criminal statutes of limitation apply to reports of cases of sexual abuse.

ARTICLE 307

PROHIBITIONS AGAINST RETALIATION

FOR GOOD FAITH REPORTING OF ABUSE

307.1 No Member shall retaliate against any individual who has made a good faith report under 306.1 or 304.3.14.



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307.2 For the purposes of 307.1, there shall be a rebuttable presumption that any adverse action regarding the employment, membership, or other material rights of an individual who has made a good faith report under 306.1 or 304.3.14 within 90 days of a report is retaliatory. An adverse action includes, without limitation: discharge or termination; demotion or reduction in compensation for services; or the removal of or from, or restrictions on, access to facilities, team activities or team membership privileges.