



GRIEVANCE PROCEDURE

PURPOSE

The Warrior Aquatic Club (“WAC”) is invested in positive, productive communication between its members, coaches, athletes, and board members. This procedure will provide our stakeholders with a process for addressing and reporting grievances in a productive, systematic method that is aligned with WAC approved policies and codes of conduct. By following these procedures, the appropriate parties are provided with a means to properly investigate, intervene, and take disciplinary action when needed.

REPORTING METHODS

If directly impacted individuals are unable to resolve disputes on their own, concerns and complaints should be reported according to the notification matrix below and may be in person or in writing via email.

NOTIFICATION MATRIX

<i>In regards to the conduct of</i>	<i>Contact</i>
An athlete from a coach	Parent/Guardian of the athlete ¹
An athlete from a teammate or parent/guardian	Athlete’s coach ²
Parent/Guardian of an athlete from an assistant coach	Head Coach ²
Parent/Guardian of an athlete from head coach	WAC Board President
Swim official from coach, athlete, or parent	WAC Board President
An assistant coach from another individual	Head Coach ²
The head coach from another individual	WAC Board President
Board of Director volunteer from another individual	WAC Board President
WAC Board President from another individual	WAC Board Vice President
A non-WAC coach or athlete at a meet from WAC individual	WAC Head Coach ²
A non-WAC individual at a meet from WAC head coach	Head Meet Official

¹ If a verbal warning has already been given, the athlete can no longer participate in the team event. The athlete must be picked-up immediately.

² Apart from issues that immediately affect the health and safety of athletes, all matters should be discussed before or after a practice or swim meet; coaches will not be asked to manage grievances during water time.

PROCEDURE FOR RESOLVING GRIEVANCES

Step 1: Direct resolution between parties through thoughtful and respectful communication

Except in the case of bullying or abuse, the first step should always be to seek thoughtful and respectful resolution between directly impacted parties or through the primary contact listed in the Notification Matrix above.

Step 2: Mediation by the Head Coach and/or WAC Board President

If first-step resolution is not possible, the Head Coach and/or WAC Board President will make themselves available to assess the issue and will work with the Executive Board in recommending next steps.

Step 3: Escalation to the Full Board of Directors

Should the Head Coach and/or Board President be unable to resolve the issue, a complaint may be presented to any member of the Board of Directors, with notification made in writing to the President. This complaint will then be subject to review and discussion by the full WAC Board of Directors as the final resolution step.

DISCIPLINARY CONSEQUENCES

Where the WAC Board of Directors are involved, the Board has the authority to impose penalties for violations of the WAC Codes of Conduct, any Club policies, and any behavior(s) deemed against the best interests of WAC or its members. Consequences are at the discretion of the coaches and/or WAC board members and may include, but are not limited to, verbal warnings, dismissal from practice, contacting parents/guardians, temporary suspension from club activities, and expulsion.

Involved parties will be informed of the process for this final resolution step, and the guidelines below will be used for determining any disciplinary actions:

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 for the Board of Directors' internal records.

2. Assessing Behavior

The behavior of the person(s) against whom the grievance was brought will be assessed using club policies, USA Swimming Code of Conduct, USA Swimming Safe Sport policies, applicable local and state laws, and any other relevant authority.

3. *Taking Disciplinary Steps*

Where appropriate, consequences will be given, and disciplinary action will be taken based on the

- 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

Note: The U.S. Center for SafeSport, USA Swimming, and local law enforcement (if applicable) will be contacted within 24 hours if a coach, parent/guardian, official, or athlete violates the SafeSport Code for the U.S. Olympic and Paralympic Movements, the USA Swimming Code of Conduct, Athlete Protection Policy, or local laws.

REPORTING INFORMATION

In regards to violations of the WAC Codes of Conduct, Anti-Bullying Policy, Minor Athlete Abuse Prevention Policy (MAAPP), or other WAC policies:

- Contact the appropriate person in the Notification Matrix contained in the WAC Grievance Procedure

In regards to sexual misconduct, sexual harassment, and/or sexually explicit or inappropriate communication through social media:

- Contact the U.S. Center for SafeSport 833-5US-SAFE (587-7233), or submit an incident report at <https://safesport.i-sight.com/portal>
- To report anonymously, text tips to 888-270-SWIM (7946)

In regards to physical abuse, emotional abuse, criminal charges and the use, sale or distribution of illegal drugs:

- Contact USA Swimming Safe Sport at safesport@usaswimming.org or file a report at <https://fs22.formsite.com/usaswimming/form10/index.html>
- To report anonymously, text tips to 888-270-SWIM (7946)

For issues dealing with known or suspected child abuse:

- Contact the local police department and/or Child Welfare Services at the Hawaii Department of Human Services at 888-380-3088