



Coeur d'Alene Area Swim Team Grievance Procedure

The CAST 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:

- Call 2-1-1 and state your intention to report abuse or
- Call 1-855-552-KIDS (855-552-5437) or
- Call the Coeur d'Alene Police Department at (208) 769-2320

COMMUNICATION:

Communication is the best way to reduce conflicts within the club. Coaches usually have time after practice to answer questions or provide information. Sending an email or a note with your swimmer is also good way to get information to them.

When conflicts between a swimmer/parent and coach do arise, please try hard to

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increase communication between the affected parties and not decrease communication. Refrain from discussing disagreements with other parents rather than taking them directly to the coach or Board of Directors. Not only is the problem never resolved that way, but this approach often creates new problems.

Listed below are some guidelines for a parent needing to address a difficult issue with a coach:

- Try to keep foremost in your mind that you and the coach have the best interests of your child at heart. If you trust that the coach's goals match yours—even though his/her approach may be different—you are more likely to enjoy good rapport and a constructive dialogue.
- Keep in mind that the coach must balance your perspective of what is best for your child with the needs of the team or training group. On occasion, an individual child's interest may need to be subordinate to the interests of the group. In the long run, the benefits of membership in the group may compensate for occasional short term inconveniences.
- If your child swims for an assistant coach, always discuss the matter first with that coach following the same guidelines and preconceptions noted above. If the assistant coach cannot resolve your concern satisfactorily, then ask that the head coach join the dialogue as a third party.
- If the head coach cannot resolve your concern then bring the issue to the President of the Board of Directors.
- If another parent uses you as a sounding board for complaints about a coach's performance or policies, encourage the other parent to speak directly to the coach.

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

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the CAST Code of Conduct and violations of the Minor Athlete Abuse Prevention Policy are outlined below and must be followed by all families of CAST:

Regarding the Conduct of a Swimmer:

- Should a parent or swimmer feel another swimmer's conduct is inappropriate or violates the CAST Code of Conduct, the parent/swimmer should discuss these concerns with (in this order):

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- o The swimmer's coach
- o The Head Coach
- o The Board of Directors by utilizing the online Grievance Reporting Form

Regarding the Conduct of an Assistant 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 notify (in this order):
 - o The Head Coach
 - o The Board of Directors by utilizing the online Grievance Reporting Form

Regarding Conduct of Head Coach:

- 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 with the online Grievance Reporting Form. If the President is not immediately 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:

- 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 with the online Grievance Reporting Form. 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 :

- Should a parent or swimmer feel another CAST 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 with the online Grievance Reporting Form. This complaint will be reviewed and discussed by the full Board of Directors.

Note: With the exception of 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.

HOW GRIEVANCES WILL BE HANDLED:

The Board of Directors have the authority to impose penalties for infractions of the Coeur d'Alene Area Swim Team Athlete, Parent and/or Coach Codes of Conduct or any behavior(s) they deem not conducive to the best interests of the Club or other swimmers.

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Consequences are at the sole discretion of the coaches and Coeur d'Alene Area Swim Team 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.

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 **CAST** grievance procedure 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

Objectionable Behavior:

The types of objectionable behavior shall be divided into three (3) classifications:

1. Class I Objectionable Behavior:

- Unacceptable behavior at CAST swim team practices, competitions and team functions that include, but are not limited to:
 - Minor vandalism
 - Being disruptive in practices or meets
 - Unsafe behavior that could result in injury
 - Abusive language or behavior
 - Inappropriate communication, behaviors, or interaction between any CAST members (i.e. inappropriate text messages or pictures, as well as inappropriate messages or pictures on any social media communication when representing CAST)
 - Other acts of misconduct as determined by the coaching staff
- Disciplinary Procedure:

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- Handled by the Coaching staff.
- Anytime a swimmer is removed from a practice session or meet, the parents and Board President will be notified.
- The swimmer and Coach will again review the team Code of Conduct. The Coach will maintain a record of each incident; including the date, description of the event, and swimmer(s) involved.
- Upon two or more dismissals, a meeting will be called involving the swimmer, the coach, the parents and the Board President.
- Three (3) Class I offenses within a continuous 24 month period will result in the offense being considered a Class II Objectionable Behavior.
- Recommended Discipline:
 - 1st Offense - Swimmer meets with coach to discuss objectionable behavior. Coach has follow-up communication with the parent(s). Written documentation of the meeting provided to the swimmer and parent(s).
 - 2nd Offense - Swimmer, parent(s), and coach meet to discuss objectionable behavior and possible consequences. SafeSport Chair or other CAST Board member can be requested to attend. Written documentation, warning and plan of consequences will be provided to the swimmer and parent(s).
 - 3rd Offense - Swimmer, parent(s), coach, and SafeSport Chair meet to discuss objectionable behavior and violation of plan from 2nd offense. Consequences will be determined based on the severity of the behavior, including potential suspension from the team. Written documentation and plan of consequences will be provided to the swimmer and parent(s).

2. Class II Objectionable Behavior:

- Unacceptable behavior at CAST swim team practices, competitions and team functions that include, but are not limited to:
 - Fighting
 - Bullying
 - Harassment
 - Insubordination to members of the coaching staff, chaperones, officials, board members or volunteers
 - Minor sexual misconduct
 - Possession or use of illegal drugs, alcohol, vaping, or tobacco
- Disciplinary Procedure:

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- Hearing before a Disciplinary Committee consisting of three members of the Board chosen by a majority of the Board.
- The Committee shall send notice of hearing to the parent/guardian and swimmer with parent/guardian and swimmer being given the opportunity to be present;
- The facts shall be presented by the Board President or his/her designee; the Head Coach shall be present in an advisory role.
- The Committee decision will be mailed to the parent/guardian and swimmer within one week of disciplinary hearing.
- Recommended Discipline:
 - 1st Offense - Suspension* from the team for a minimum period of seven (7) calendar days of the swimmer's season (these days may extend into the swimmer's next season, if needed). Written documentation and plan of consequences will be provided to the swimmer and parent(s).
 - 2nd Offense - Suspension* from the team for a minimum period of thirty (30) calendar days of the swimmer's season (these days may extend into the swimmer's next season, if needed). Written documentation and plan of consequences will be provided to the swimmer and parent(s).
 - 3rd Offense - Three shall be considered a violation of Class III Objectionable Behavior and handled according to the disciplinary proceedings of Class III Objectionable Behavior. * Terms of suspension shall be spelled by the Disciplinary Committee and must be adhered to by the swimmer/parents in order to be reinstated by the Committee at the end of the suspension period. During the periods of suspension, swimmers remain a member of the Coeur d'Alene Area Swim Team and thereby all dues and fees are still due in full from the swimmer. The swimmer cannot be reinstated until any fees and/or dues that are in arrears are paid in full.

3. Class III Objectionable Behavior:

- Unacceptable Behavior including, but not limited to:
 - Sale or distribution of illegal drugs
 - Sexual misconduct or Conviction of felony
 - Fighting that results in the severe bodily injury of any person (regardless whether at a club activity or not).
- Disciplinary Procedure:
 - Board shall send notice of hearing to the parent/guardian and swimmer.

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- Hearing before a quorum of the Board with parent/guardian and swimmer being given the opportunity to be present
- Facts shall be presented by the Board President or his/her designee
- Head Coach shall be present in an advisory role.
- The Board decision to be mailed to the parent/guardian and swimmer within one week.
- Recommended Discipline:
 - Behavior may result in membership termination or other action as determined by the Board. All recommendations set forth in this document are possible disciplinary measures that may be taken. The CAST coaching staff and board of directors reserve the right to modify and adapt discipline based on any given situation.

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

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