



CONFLICT RESOLUTION

Coeur d'Alene Area Swim Team Conflict Resolution Procedure

The Coeur d'Alene Area Swim Team Conflict Resolution 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:

- Grievance Procedure: 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

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Coeur d'Alene Area Swim Team 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 CONFLICT (Chain of Command)



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 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.

The following procedures regarding problems, questions, or complaints must be followed by the families who elect to become part of the Coeur d'Alene Area Swim Team.

Regarding the Conduct of a Swimmer

- Should a parent or swimmer feel another swimmer's conduct is inappropriate or violates the Coeur d'Alene Area Swim Team Code of Conduct, the parent/swimmer should discuss these concerns with (in this order):
 - The swimmer's coach
 - The head coach
 - The President of the Board of Directors by utilizing the online Grievance Reporting Form



- The Board of Directors at a board meeting

Regarding Conduct of Assistant Coach

- Should a parent or swimmer feel an assistant coach's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify (in this order):
 - The head coach
 - The president of 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 writing or submitted with the Grievance Reporting Form online. This complaint will be subject to review and discussion by the full Board of Directors.

Regarding Conduct of a Member of the Board of Directors

- Should a parent or swimmer feel a board member'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 in writing or submitted with the Grievance Reporting Form online. This complaint will be reviewed and discussed by the full Board of Directors with the exclusion of the board member in question until the grievance investigation is complete.

Regarding Conduct of a Parent

- Should a parent or swimmer feel another Coeur d'Alene Area Swim Team parent's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach and the president of the Board of Directors of this violation in writing or submitted with the Grievance Reporting Form online. 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 CONFLICTS 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. 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.

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.

Investigating Procedure

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 Coeur d'Alene Area Swim Team grievance fact collecting form and will remain confidential.
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. **Determining Consequences:** The coach and/or the Board of Directors will determine if any disciplinary action will be taken. 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

Further information concerning disciplinary action can be found under Objectionable Behavior.

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