



Arena Club Aquatics (ACA) GRIEVANCE PROCEDURE

USA Swimming member clubs are expected to establish their own grievance procedure. The following is intended to serve as an example from which clubs can build a club grievance procedure.

Arena Club Aquatics (ACA) Grievance Procedure

The **Arena Club Aquatics (ACA)** 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 (833-587-7233) 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:

- **Bel Air Police Department:** 410-638-4500
Harford County Sheriff's Office: 410-838-6600
- For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the [name of 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.

For institution owned clubs:

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 Arena 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 Arena Club's** head coach 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 notify the Head Coach of this violation. This complaint should be made in person or in writing. The Head Coach will ensure that **The Arena Club** owner is notified of the complaint and will participate in assessing behavior.



*Regarding Conduct of Head Coach – Notify **The Arena Club** (owners or management)*

- 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 [appropriate institutional authority] of this violation. This complaint should be made in person or in writing.

Regarding Parent or Official Conduct - Notify the Head Coach

- Should a parent or swimmer feel another **Arena 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 of this violation in person or in writing.

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 Head Coach has the authority to impose penalties for infractions of **Arena 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 may include, but aren't 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 **Arena Club Aquatics** 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



Arena Club Aquatics (ACA) Grievance Procedure **Swimmers', Parents' and Coaches' Grievance Policy**

Coaches' responsibilities include:

1. Assessing behavior of swimmers as dictated by the Arena Club Aquatics (ACA) Swim Team Codes of Conduct and all published policies and procedures.
2. Issuing disciplinary action for any swimmer that is determined to have violated that Code of Conduct or any published policy/procedure.
3. All disciplinary action is at the head coach's discretion, and will be issued regarding:
 - a. Nature of the misconduct
 - b. Severity of the misconduct
 - c. Prior disciplinary actions against swimmer
 - d. Adverse effect of the misconduct on other swimmers
 - e. Application of the Code of Conduct
4. All Coaches are authorized to take immediate disciplinary action, if appropriate and necessary under the circumstances, to ensure the safety of all swimmers.

Categories of Complaints:

1. Conduct of a Swimmer
2. Conduct of an Assistant Coach
3. Conduct of the Head Coach
4. Conduct of a Parent

Registering a Grievance:

1. Conduct of a Swimmer - Should a parent/swimmer feel another swimmer's conduct is inappropriate or violates the Athlete Code of Conduct, the parent/swimmer should discuss these concerns with the coach responsible for the swimmer responsible for the possible violation. This complaint should be made in person or in writing.
2. Conduct of an Assistant Coach – Should a parent or swimmer feel an Assistant Coach's conduct is inappropriate or in violation of any team policies or procedures, the parent/swimmer should notify the Head Coach of this violation. This complaint should be made in person or in writing.
3. Conduct of the Head Coach – Should a parent or swimmer feel the Head Coach's conduct is inappropriate or violates any team policies or procedures, the parent/swimmer should notify the Director of Children's Services or the General Manager of the Arena Club. This complaint should be made in person or in writing.
4. Conduct of a Parent – Should any person feel a parent is acting in an inappropriate way or violates any team policies or procedures, the parent/swimmer should notify the Head Coach of this violation. The complaint should be made in person or in writing.



Grievance Procedure:

1. After an initial conduct review, any disciplinary action will be the responsibility of the Head Coach. A decision, and/or disciplinary action, will be issued as soon as reasonably possible.
 - a. If the parent/swimmer registering the complaint feels the Head Coach's disciplinary action is insufficient or unsatisfactorily resolves the issue, the parent/swimmer may appeal the decision to the Head Coach in writing within 7 days of the initial complaint. A decision, and/or disciplinary action, will be issued by the Head Coach as soon as reasonably possible. Failure of the Head Coach to address the parent/swimmer concerns in a timely manner is a basis for requesting an appeal.
 - b. If the parent/swimmer registering the complaint appeals the Head Coach and feels his decision/disciplinary action is insufficient or unsatisfactorily resolves the issue, the parent/swimmer may appeal to the Director of Children's Services or the General Manager of the Arena Club.
 - c. The decision of the Arena Club management regarding any complaint, and any resulting disciplinary action, is final.