## Grievance Policy & Procedures

David Douglas Aquatics Club (DDAC) expects excellence from its coaches, board members, parents, swimmers and volunteers. Nobody is perfect, however, and at times undesirable circumstances, situations, and behaviors happen. Because of DDAC’s commitment to excellence and safety, individuals or groups must be held accountable for behaviors, words, and actions that do not represent the values and conduct expected from USA Swimming and DDAC members.

The following DDAC Grievance Procedures give swimmers, parents, coaches, board members, and volunteers a way to address and report grievances in a productive, systematic way that allows the appropriate parties to investigate and intervene and take disciplinary action when needed.

A temporary suspension or exclusion from a single training session can be given by the coaches. A report should then be made, within 24 hours, to the club president, who then should report back to the board, who should follow the procedures below.

With the exception of issues that immediately effect the health and safety of swimmers, all matters should be discussed before or after a coaching session and coaches should not be expected to deal with issues during water time.

1. **If your concern deals with any of the following:**

* Sexual Misconduct
* Sexual Harassment
* Sexually Explicit/Inappropriate Communication through any Social Media

**Please contact the US Center for SafeSport to make a report immediately. Use the** [**online reporting form**](https://fs22.formsite.com/usaswimming/form10/index.html)**, or call 720-524-5640. More information can be found at** <https://uscenterforsafesport.org/>

1. **If your concern relates to inappropriate behavior or activity that includes but is not limited to the following:**

* Criminal Activity
* Use, Sale or distribution of illegal drugs
* Physical abuse
* Inappropriate touching
* Coaches sharing hotel rooms with Athletes
* Rubdowns or massages performed by coaches
* Pictures and or videos taken in locker rooms or changing areas
* Violations of USA Swimming’s Minor Athlete Prevention Policy (MAAPP)

**Please contact** Liz Hahn [ehahn@usaswimming.org](mailto:ehahn@usaswimming.org) at the National office or complete the [online reporting form](https://fs22.formsite.com/usaswimming/form10/index.html).

1. **If your concern deals with any of the following:**

* **Peer to Peer Bullying**
* **Adult to Athlete Bullying**
* **Lap Sitting**
* **Parent Issues**
* **Violations of team rules and team code of conduct**

**Please make a report to DDAC by reaching out to our Safe Sport Chairperson Joyce McCoy** [joycedeana@msn.com](mailto:joycedeana@msn.com) who will bring this concern through the proper channels of the DDAC board. We have provided a [proposed letter of correspondence](../../../Letter%20of%20Correspondence%20to%20DDAC.docx) to assist you in beginning this process.

## TYPES OF GRIEVANCES

1. Swimmer conduct
2. Assistant or Age Group Coach Conduct
3. Head Coach Conduct
4. Board Member Conduct
5. USA Swim Official or swim team parent conduct

## HOW GRIEVANCES WILL BE HANDLED

*The Coaches and Board Members have the authority to impose penalties for infractions of the DDAC Athlete Code of Conduct listed above 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 DDAC Board and may include, but aren’t limited to, verbal warnings, dismissal from practice, contacting parents, and expulsion. USA Swimming and local law enforcement (if applicable) will be contacted within 24 hours if a swimmer violates the USA Swimming Code of Conduct, Athlete Protection Policy, or local laws.*

1. **Gathering Information:** The appropriate individuals will reach out to the person who filed the grievance and the person against whom the grievance is being filed to ask questions about what happened. Other witnesses may be contacted for more information, as well.
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, and 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:
   1. Nature of the misconduct
   2. Severity of the misconduct
   3. Prior disciplinary actions against swimmer
   4. Adverse effect of the misconduct on others involved.
   5. Application of the Code of Conduct

## WHOM TO NOTIFY OF A GRIEVANCE (The 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 Athlete 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.

**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.

**Regarding Conduct of Head Coach** – Notify the DDAC Board

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 current Member Representative board member of DDAC, of this violation. For current member representative name and contact info, please refer to the board member tab on our website. This complaint should be made in person or in writing.  If the Member Representative is not immediately available, this complaint may be presented to the DDAC Vice President, or any member of the DDAC Board, with notification made in writing. This complaint will be subject to review and discussion by the DDAC Board.

**Regarding Board of Director Member Conduct- Notify the DDAC Board President/Head Coach, & Vice 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’s President & Vice 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 in addition to any other board member should be notified in writing or in person *instead of* the Board President. This complaint will be reviewed and discussed by the DDAC Board.

**Regarding Parent or Swim Official Conduct-Notify the Head Coach or any Board Member**

Should a parent or swimmer feel another DDAC parent’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 board and Head Coach.

## APPEALS PROCEDURE

Any initial conduct review and disciplinary action will be the responsibility of the initial person(s) responsible for officially receiving said grievance (see “to whom to report” above). A decision, and/or disciplinary action, will be issued as soon as reasonably possible.

If a Parent/Swimmer who registers the complaint with an Assistant or Age Group Coach feels the disciplinary action is insufficient or unsatisfactorily resolves the issue, *or* if the responsible coach fails to address the parent/swimmer’s concerns in a timely manner, 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.

If the parent/swimmer who registers the complaint appeals the Responsible Coach’s conduct review and/or disciplinary action to the Head Coach **and** feels the Head Coach’s decision/disciplinary action is insufficient or unsatisfactorily resolves the issue, *or* if the Head Coach fails to address the parent/swimmer’s concerns in a timely manner, the parent/swimmer may request that the DDAC Board review all disciplinary actions and any appeals to the Head Coach up to that point by the DDAC Board.

The decision of the board regarding any complaint, and any resulting disciplinary action, is final.