**PDST Grievance Policy and Procedures**

Pacific Dragons Swim Team (PDST) expects excellence from its employees, coaches, Team leadership, parents, and swimmers. Nobody is perfect, however, and at times undesirable circumstances, situations, and behaviors happen. But because of PDST 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 PDST members.

The PDST Grievance Procedures give swimmers, parents, coaches, Team Owner, Booster Members and employees 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.

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.

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 Abuse Prevention Policy (MAAPP)

Please report the incident immediately to SafeSport.

If your concern relates to sexual misconduct, sexual harassment or sexually explicit communication through any media, please contact the U.S Center for SafeSport to make a report immediately. You can report your concern online or call U.S. Center for SafeSport 833-5US-SAFE (587-7233). More information can be found at [www.uscenterforsafesport.org](https://nam10.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.uscenterforsafesport.org%2F&data=02%7C01%7C%7C8fbef72d61c447eedd4b08d79e9fba06%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637152281519444133&sdata=wbKNPZfP3mk%2BFte0OpbZeyYiW5rWeleKvP3W%2FtXpf%2Bs%3D&reserved=0).

Any concerns dealing with deception or recruiting should be directed to the PNS Board ([generalchair@pns.org](mailto:generalchair@pns.org)) for review

**TYPES OF GRIEVANCES**

1. Swimmer conduct
2. Assistant or Age Group Coach Conduct
3. Head Coach Conduct
4. Employee Conduct (non-swim team employees)
5. Booster Member Conduct
6. USA Swim Official or swim team parent conduct

**HOW GRIEVANCES WILL BE HANDLED**

*The Coaches and Team Owner have the authority to impose penalties for infractions of the PDST Swimmer Code of Conduct listed above or any behavior(s) they deem not conducive to the best interests of the Team or other swimmers. Consequences are at the sole discretion of the Coaches and/or PDST Team 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 other swimmers
   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 PDST Team President and Booster Club Board of Directors

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 President of the Team of this violation.  This complaint should be made in person or in writing.   If the President is not immediately available, this complaint may be presented to any member of the PDST Team Owner and Booster Board of Directors, with notification made in writing to the President of the Board.  This complaint will be subject to review and discussion by the PDST Team President; an Owner and Board of Directors of the Booster Club

**Regarding Employee (non-swim team) Conduct- Notify the PDST President in writing.**

Should a parent or swimmer feel a non-swim team PDST employee’s conduct is inappropriate or violates any Team policies or procedures, the parent/swimmer should notify the President of the Team of this violation. This complaint should be made in person or in writing.   If the President is not immediately available, this complaint may be presented to any member of the PDST Team Owner, with notification made in writing to the Team President.  This complaint will be subject to review and discussion by the PDST Team Leadership.

**Regarding Board of Director Member Conduct - Notify the PDST President and Head Coach**

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 Head Coach and Board 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 should be notified in writing or in person *instead of* the Board President. This complaint will be reviewed and discussed by the Team Owner and Head Coach.

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

Should a parent or swimmer feel another PDST 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 Team Owner 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  Team Owner/President review all disciplinary actions and any appeals to the Head Coach up to that point by the PDST Team Owner/President.

The decision of the Team Owner/President regarding any complaint, and any resulting disciplinary action, is final.