



Grievance Procedure

PURPOSE

SVY Aquatics expects excellence from its employees, coaches, Club leadership, parents, and swimmers. Nobody is perfect, however, and at times undesirable circumstances, situations, and behaviors happen. But because of SVYA'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 SVYA members. The Skagit Valley YMCA Aquatics Grievance Procedures give swimmers, parents, coaches, 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.

Coaches, swimmers, and parents are encouraged to talk with each other to resolve their issues. However, if this isn't possible, members of the SVYA Swim Team should know how to file a grievance.

Types of Grievances

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

How Grievances will be Handled

The Coaches and YMCA Aquatics Director have the authority to impose penalties for infractions of the SVYA Athlete Code of Conduct 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 or YMCA Aquatic's Director 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 Team 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:

- 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

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 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.

Regarding Conduct of Head Coach – Notify the YMCA Aquatics Director.

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 YMCA Aquatic Director of this violation. This complaint should be made in person or in writing.

Regarding Employee (non-swim team) Conduct– Notify the YMCA Aquatic’s Director and Head Coach.

Should a parent or swimmer feel a non-swim team YMCA employee’s conduct is inappropriate or violates any Team policies or procedures. The parent/swimmer should notify the YMCA Aquatic’s Director or Head Coach of this violation. This complaint should be made in writing.

Regarding Boosters Executive Board Conduct– Notify the SVFY Boosters Board President and Head Coach.

Should a parent or swimmer feel a Booster Executive Board Member’s conduct is inappropriate or violates any Team 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 Executive whose conduct is in question, the Board Secretary should be notified in writing or in person instead of the Board President. This complaint will be reviewed and discussed by the SVFY Aquatic’s Director and Head Coach.



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Regarding Parent or Swim Official Conduct-Notify the Head Coach.

Should a parent or swimmer feel another SVYA parent's conduct is inappropriate or violates any Team

policies or procedures, the parent/swimmer should notify the Head Coach of this violation in person or in writing. This complaint will be reviewed and discussed by the SVFYA Aquatic's Director and Head Coach.

Regarding Safe Sport Concerns.

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 were taken in locker rooms or changing areas
- Violations of USA Swimming's Minor Athlete Abuse Prevention Policy (MAAPP)

Please report the incident immediately to Safe Sport. You may contact: SVYA Safe Sport Coordinator at safesport@svyaquatics.org; Pacific Northwest Swimming's SafeSport coordinator, Lesleigh Watson, at safesport@pns.org or USA Swimming SafeSport Director Abigail Howard at ahoward@usaswimming.org. Anonymous reporting can be completed.

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 720-524-5640. More information can be found at www.safesport.org.

Certain people are REQUIRED to report misconduct. If you need guidance, please contact SafeSport Coordinator, Pat Collins.

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



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may appeal the decision to the Head Coach, in writing, within seven (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 Aquatic's Director's review all disciplinary actions and any appeals to the Head Coach up to that point. The decision of the Aquatic's Director regarding any complaint, and any resulting disciplinary action, is final.