

Grievance Procedures:

The MISSION VIEJO NADADORES 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 (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 911.

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Mission Viejo Nadadores 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 GRIEVANCE

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 Mission Viejo Nadadores Code of Conduct, the parent/swimmer should discuss these concerns with the primary coach of the swimmer responsible for the violation. This complaint should be made in person or in writing. Coaches will ensure the Mission Viejo Nadadores' Executive Director and Strategic Team Planning Director is notified of the complaint and will participate in assessing behavior.

Regarding the Conduct of an Assistant or Age Group Coach - Contact the Division Director (Head Age Group Coach or Head Senior 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 Division Director of this violation. This complaint should be made in person or in writing. The Division Director will ensure that the Mission Viejo Nadadores' Executive Director and the Strategic Team Planning Director is notified of the complaint and will participate in assessing behavior.

Regarding Conduct of Division Director – Notify the Mission Viejo Nadadores Executive Director

- Should a parent or swimmer feel the Division Director's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Executive Director of this violation. This complaint should be made in person or in writing. If the Executive Director is not immediately available, this complaint may be presented to the Strategic Team Planning Director, with notification made in writing to the Executive Director. This complaint will be subject to review and discussion by the Executive Director.

Regarding Board of Director Member Conduct - Notify the Mission Viejo Nadadores Board 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 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 full Board of Directors and the Executive Director of the Mission Viejo Nadadores.

Regarding Parent or Swim Official Conduct - Notify the Strategic Team Planning Director and Executive Director

- Should a parent or swimmer feel another Mission Viejo Nadadores parent's or an official's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Strategic Team Planning Director and Executive Director of this violation in person or in writing. 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 GRIEVANCES WILL BE HANDLED

The Executive Director has the authority to impose penalties for infractions of the Mission Viejo Nadadores 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/or Mission Viejo Nadadores Executive Director and Strategic Team Planning Director 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 digitally. 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.

2. 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