



Buenaventura Swim Club
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Buenaventura Swim Club Grievance Procedure Policy

Registering a Grievance:

1. Regarding Conduct of Swimmer - 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.
2. Regarding Conduct of an Assistant or Age Group 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.
3. Regarding Conduct of Head Coach – 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 the President of the Board of Directors 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 Executive Member of the Board of Directors, with notification made in writing to the President. This complaint will be subject to review and discussion by the full Board of Directors.
4. Regarding Conduct of Contract Instructor – Should a parent or swimmer feel the Contract Instructor's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach of this violation. The complaint should be made in person or in writing. This complaint will be subject to review and discussion by the full Board of Directors.
5. Regarding Conduct of any member of the Board of Directors- 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 full Board of Directors and Head Coach of this violation. The complaint may be registered by:
 - a. Presenting a detailed account of the violation at a regularly scheduled Board of Directors meeting;

- b. Requesting a special meeting of the Board of Directors by providing notice of this request to the full Board of Directors and Head Coach;
- c. Providing a detailed, written account of the violation to all sitting Directors and the Head Coach.

This complaint will be subject to review and discussion by the full Board of Directors and Head Coach.

Grievance Procedure

1. Any initial conduct review and disciplinary action will be the responsibility of the Responsible Coach, Head Coach or President to whom the complaint was required to be made. A decision, and/or disciplinary action, will be issued as soon as reasonably possible.

a. If the parent/swimmer registering the complaint feels the Coach's disciplinary action is insufficient or unsatisfactorily resolves the issue, the parent/swimmer may appeal the decision of the Responsible Coach, in writing, with the Head Coach 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 Responsible 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 Responsible Coach's conduct review and/or disciplinary action **and** feels the Head Coach's decision/disciplinary action is insufficient or unsatisfactorily resolves the issue, the parent/swimmer may request a review of all disciplinary actions and any appeals to the Head Coach by the full Board of Directors. The parent/swimmer must request this review by:

i. Presenting a detailed account of the violation at a regularly scheduled Board of Directors meeting;

ii. Requesting a special meeting of the Board of Directors by providing notice of this request to the full Board of Directors and Head Coach understanding that the Board of Directors will put good faith effort into scheduling such an emergency meeting in a timely fashion;

iii. Providing a detailed, written account of the violation to all sitting Directors and the Head Coach.

2. The decision of the Board of Directors in regard to any complaint, and any resulting disciplinary action, is final.