

Grievance Procedure for Heartland Swimming Association

Your safety is paramount to Heartland Swim and USA Swimming. If you experience or witness actions or events that concern you or make you feel uncomfortable, it is important to talk to someone about it. This document outlines the processes where a swimmer, parent, or coach can bring forward a complaint or concern.

Who to Contact:

If you have a concern relating to bullying, parent issues, unfair treatment, or violations of the Swimmer, Parent, or Coach Code of Conduct, please reach out to team management at hsa@heartlandswim.org following the procedure below.

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

- Criminal Activity
- Physical abuse
- 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)
- Use, sale, or distribution of illegal drugs
- Inappropriate touching

Please report the incident immediately to SafeSport. You can reach out to SI Swimming's SafeSport coordinator at safesport@si-swimming.com or USA Swimming SafeSport Director Liz Hahn at ehahn@usaswimming.org. Anonymous reporting can be completed online [here](#).

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 at this link](#) or call **833-5US-SAFE (587-7233)**. More information can be found at www.uscenterforsafesport.org.

Certain people are **REQUIRED** to report misconduct, and information on mandatory reporting requirements can be found [here](#). If you need guidance, please contact our SafeSport Coordinator,

Any concerns dealing with deception or recruiting should be directed to Abigail Howard, Associate Counsel & Director of Safe Sport at ahoward@usaswimming.org.

Procedures:

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

- Swimmers or parents who have a grievance with another swimmer, parent, coach, or official should contact hsa@heartlandswim.org by email within two weeks of the date of occurrence. Team management will discuss the problem in a timely and confidential manner. All information will be gathered regarding the situation, which may involve sit-down meetings with all those involved and any witnesses. Decisions will be made within two weeks of notification. Disciplinary action that may be required is explained in more detail in the Swimmer, Parent, and Coach Codes of Conduct.

For bullying concerns, please also see the Action Plan of Heartland Swimming Association to Address Bullying.