

TSM Aquatics Grievance Policy outlines guidance and procedures to give swimmers, parents, coaches, Club leadership, 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.

There are occasions when a problem arises in a club, for example, fighting or bullying, where immediate action is required. A temporary suspension or exclusion from a single training session can be given by the coaches. A report should then be made, within 24 hours, to the club president, who then should report back to the board, who should follow the procedures outlined below.

With the exception of issues that immediately affect 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.

### 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](mailto:safesport@usaswimming.org) or <https://fs22.formsite.com/usaswimming/form10/index.html>

For issues dealing with known or suspected child abuse:

- SMPD: (310) 458-8495

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the [name of club] Code of Conduct and violations of the Minor Athlete Abuse Prevention Policy.

- TSM Safe Sport Coordinator: [safesport@teamsantamonica.org](mailto:safesport@teamsantamonica.org)

### 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. Board of Director Member Conduct
6. USA Swim Official or swim team parent 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 writing. Coaches will ensure that the TSM Board of Directors is notified of the complaint and will participate in assessing behavior.

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 writing. The Head Coach will ensure that the TSM Board of Directors is notified of the complaint and will participate in assessing behavior.

Regarding the Conduct of the Head Coach - Notify the TSM Board President.

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 writing. If the President is not immediately available, this complaint may be presented to any member of the Board of Directors, with notification made in writing to the President. This complaint will be reviewed and discussed by the entire Board of Directors.

Regarding Board of Director Member Conduct - Notify the TSM 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 *instead of* the Board President. This complaint will be reviewed and discussed by the entire Board of Directors.

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

Should a parent or swimmer feel another TSM 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 writing. This complaint will be reviewed and discussed by the entire Board of Directors.

### HOW GRIEVANCES WILL BE HANDLED

*The Board of Directors has the authority to impose penalties for infractions of the TSM Athlete, Parent, and Coaches 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 TSM Board of Directors 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 coach, parent, or 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. All information will be recorded.

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. The SoCal Safe Sport Chairperson will be notified of the incident if necessary.
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. The severity of the misconduct
  - c. Prior disciplinary actions
  - d. Adverse effect of the misconduct
  - e. Application of the Code of Conduct