



Swimmers, Parents and Coaches Grievance Policy

The **Hydro4 Swimming** 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:

- Please contact Florida Department of Children and Families (866) 762-2237
- For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Hydro4 Swimming

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.

Coaches' responsibilities include:

1. Assessing behavior of swimmers as dictated by the Hydro4 Swimming Team Code of Conduct and all published policies and procedures.
2. Issuing disciplinary action for any swimmer that is determined to have violated that Code of Conduct or any published policy/procedure.
3. All disciplinary action is at the head coach's discretion, and will be issued regarding:
 - 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
4. All Coaches are authorized to take immediate disciplinary action, if appropriate and necessary under the circumstances, to ensure the safety of all swimmers.

Categories of Complaints:

1. Conduct of a Swimmer
2. Conduct of an Assistant Coach
3. Conduct of the Head Coach
4. Conduct of a Parent

Grievance Procedure:

1. After an initial conduct review, any disciplinary action will be the responsibility of the Head Coach. A decision, and/or disciplinary action, will be issued as soon as reasonably possible.

a. If the parent/swimmer registering the complaint feels the Head Coach's disciplinary action is insufficient or unsatisfactorily resolves the issue, the parent/swimmer may appeal the decision to the Head Coach in writing within 7 days of the initial complaint. The Head Coach as soon as reasonably possible will issue a decision, and/or disciplinary action. Failure of the Head 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 Head Coach **and** feels his decision/disciplinary action is insufficient or unsatisfactorily resolves the issue, the parent/swimmer may appeal to the Athletic Director of The King's Academy.

c. The decision of the HYDRO4 Administration is final.

Registering a Grievance:

WHOM TO NOTIFY OF A GRIEVANCE

Regarding the Conduct of a Swimmer - Contact the swimmer is coach.

- Should a parent or swimmer feel another swimmer's conduct is inappropriate or violates the **Hydro4 Swimming** 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. Coaches will ensure the **Hydro4 Swimming** head coach 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 person or in writing. The Head Coach will ensure that the **Hydro4 Swimming** club owner is notified of the complaint and will participate in assessing behavior.

*Regarding Conduct of Head Coach – Notify the **Hydro4 Swimming** – contact Katie Lyle COO VFYMCA.*

- 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 [appropriate institutional authority] of this violation. This complaint should be made in person or in writing.

Regarding Parent or Official Conduct - Notify the Head Coach

- Should a parent or swimmer feel another **Hydro4 Swimming** parent's, an official's conduct is inappropriate or violates any Club policies, or procedures, the parent/swimmer should notify the Head Coach of this violation in person or in writing.

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 Head Coach has the authority to impose penalties for infractions of the **Hydro4 Swimming** 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 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 on the **Hydro4 Swimming grievance** procedure form.
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, as well as 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:

- Nature of the misconduct
- Severity of the misconduct
- Prior disciplinary actions
- Adverse effect of the misconduct
- Application of the Code of Conduct