

GRIEVANCE POLICY

Cottonwood Heights Aquatics's Grievance Policy outlines guidance and procedures to give swimmers, parents, coaches, program 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 necessary.

There are occasions when a problem arises in a program—for example fighting or bullying—where immediate action is required. The coaches can give a temporary suspension or exclusion from a single training session. At that time, a report should be made within 24 hours to:

- Cottonwood Heights Aquatics SafeSport representative
- who then reports it to the coaches
- who then follows 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 practice time.

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

- Criminal activity
- Use, sale or distribution of illegal drugs
- Physical abuse
- Inappropriate touching
- Coaches sharing hotel rooms with athletes
- Stretching 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)

Please report the incident immediately to SafeSport. You can reach out to

- Cottonwood Heights Aquatics Safe Sport Representative, Audrey Durfee, audrey@cottonwoodheights.com
- Utah Swimming Safe Sport Chairperson, Mo Schiffman, at safesport@utahswimming.org
- USA Swimming SafeSport Director, Liz Hahn, at ehahn@usaswimming.org

Anonymous reporting can be completed here: <https://fs22.formsite.com/usaswimming/form10/index.html>

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 or call 833-587-7233. More information can be found at www.uscenterforsafesport.org.

TYPES OF GRIEVANCES

1. Swimmer conduct
2. Assistant or Age Group Coach Conduct
3. Head Coach Conduct
4. 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 - Notify a Head 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 person or in writing.

Regarding the Conduct of an Assistant or Age Group Coach - Notify a Head Coach

Should a parent or swimmer feel an Assistant or Age Group Coach's conduct is inappropriate or in violation of any Program policies or procedures, the parent/swimmer should notify the Head Coach of this violation. This complaint should be made in person or in writing.

Regarding Conduct of Head Coach – Notify a Head Coach or SafeSport Rep

Should a parent or swimmer feel the Head Coach's conduct is inappropriate or violates any Program policies or procedures, the parent/swimmer should notify a Head Coach. This complaint should be made in person or in writing. This complaint will be reviewed and discussed by the Head Coaches.

Regarding Parent or Swim Official Conduct – Notify a Head Coach

Should a parent or swimmer feel another Cottonwood Heights parent's conduct is inappropriate or violates any Program policies or procedures, the parent/swimmer should notify the Head Coach of this violation in person or in writing. This complaint will be reviewed and discussed by the Head Coaches.

HOW GRIEVANCES WILL BE HANDLED

The Coaches have the authority to impose penalties for infractions of the Cottonwood Heights Aquatics Athlete, Parent and Coaches Codes of Conduct or any behavior(s) they deem not conducive to the best interests of the Program 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, 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 led the grievance and the person against whom the grievance is being led to ask questions about what happened. Other witnesses may be contacted for more information, as well. All information will be recorded on the Swim Lake City Legends Incident Report form.
2. **Assessing Behavior:** The behavior of the person(s) against which the grievance was brought will be assessed using Program policies and facility rules, USA Swimming Code of Conduct, USA Swimming Safe Sport policies, and applicable local and state laws. Utah Swimming's Safe Sport Chairperson, Mo Schiffman, will be notified of the incident.
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. Severity of the misconduct
 - c. Prior disciplinary actions
 - d. Adverse effect of the misconduct
 - e. Application of the Code of Conduct