



Dolphin Club Grievance Procedure

SAFETY is paramount to Dolphin Club 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 related to bullying, parent issues, unfair treatment, or violations of the Swimmer, Parent, or Coaches Code of Conduct, please reach out to Coach Craig Clift at cclift@weinsteinjcc.org, Aquatic Director Miles Phelps at mphelps@weinsteinjcc.org, or JCC Chief Program Officer Allison Snyder at asnyder@weinsteinjcc.org

Coaches who wish to file a complaint against another coach should contact the Aquatic Director.

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
- 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)

Please report the incident immediately to SafeSport. You can reach out to Virginia Swimming's SafeSport coordinator, Maureen Tolliver at safetychair@virginiawimming.org or USA Swimming's Safe Sport ssrp@usaswimming.org. Anonymous reporting can be completed [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 use the online reporting form, call (720) 524-5640, or find more information at 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, Coach Craig at cclift@weinsteinjcc.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 Dolphin Club should know how to file a grievance:

- Swimmers or parents who have a grievance with another swimmer, parent, assistant coach, or official should contact Coach Craig in writing within two weeks of the date of occurrence. Coach Craig 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 Coaches Codes of Conduct.
 - o For bullying concerns, please refer to the Dolphin Club Bullying Policy.
- If you are not satisfied with the decision reached by Coach Craig (or if a decision is not rendered in the time frame discussed above), you must refer the matter to the Aquatics Director, Miles Phelps within three working days of notification of Coach Craig's decision (or the end of the time frame discussed above). The Aquatics Director will meet with Coach Craig and you will be notified of the decision.
- Any complaints about Coach Craig should be referred to the Aquatics Director within two weeks of the date of occurrence. The Aquatics Director will discuss the problem with you in a timely and confidential manner. All information will be gathered regarding the situation, which may involve sitdown meetings with all those involved and any witnesses. Decisions will be made within two weeks of notification. Decisions made by the Aquatics Director are final.