

GRIEVANCE PROCEDURE

Purpose: Your safety is paramount to Hanover Aquatics, Inc. 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 whereby 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, coaches, swimmers, and parents are encouraged to talk with each other to resolve their issues. However, if this isn't possible, members of HNVR should know how to file a grievance:

1. Swimmers or parents who have a grievance with another swimmer, parent, assistant coach, or official should contact their athlete's lead coach in writing within one week of the date of occurrence. They will review the problem in a timely and confidential (when possible) 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 in a timely manner.
2. If you are not satisfied with the decision reached by the athlete's Coach (or if a decision is not rendered in the time frame discussed above), you must refer the matter to the Head Coach within three working days of notification of the lead coach's decision. The Head Coach and Lead Coach will meet, and you will be notified of their decision.
3. Any complaints about a Lead Coach should be referred to the Head Coach within two weeks of the date of occurrence. The Head Coach will discuss the problem with you 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.
4. If you are not satisfied with any decisions reached by the Head Coach, you must refer the matter to the HNVR Club President within three working days of notification of the Head Coach's decision. The President will review and evaluate the complaint with the Board of Directors and will notify you of the decision, as well as notify all persons deemed relevant to the situation. Decisions made by the Board of Directors are final.

If your concern relates to inappropriate behavior or activity that includes, but is not limited to, the following, please report the incident immediately.

- 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)

If you need guidance, please contact our Safe Sport Club Coordinator or USA Swimming at (719) 866-4578.

To make a report with Safe Sport, use the online reporting for or call 833-5US-SAFE (587-7233), or find more information at www.uscenterforsafesport.org