



Cougar Aquatics Grievance Policy

Communication is the best way to reduce conflicts within the club. Coaches usually have time before or after practice to answer questions or provide information. Sending an email or a note with your swimmer is also a good way to get information to them.

When conflicts between a swimmer/parent and coach do arise, please try hard to increase communication between the affected parties and not decrease communication. Refrain from discussing disagreements with other parents rather than taking them directly to the coach or Board of Directors. Not only is the problem never resolved that way, but this approach often creates new problems. Listed below are some guidelines for a parent raising some difficult issues with a coach:

- ❑ Try to keep foremost in your mind that you and the coach have the best interests of your child at heart. If you trust that the coach's goals match yours—even though his/her approach may be different—you are more likely to enjoy good rapport and a constructive dialogue.
- ❑ Keep in mind that the coach must balance your perspective of what is best for your child with the needs of the team or training group. On occasion, an individual child's interest may need to be subordinate to the interests of the group. In the long run, the benefits of membership in the group may compensate for occasional short term inconveniences.
- ❑ If your child swims for an assistant coach, always discuss the matter first with that coach following the same guidelines and preconceptions noted above. If the assistant coach cannot resolve your concern satisfactorily, then ask that the head coach join the dialogue as a third party.
- ❑ If the head coach cannot resolve your concern, then bring the issue to the President of the Board of Directors.
- ❑ If another parent uses you as a sounding board for complaints about a coach's performance or policies, encourage the other parent to speak directly to the coach.
- ❑ Spreading false information, derogatory information or terms, or speaking negatively on the club and its stakeholders will not be tolerated.

The following procedures regarding problems, questions, or complaints must be followed by the families who elect to become part of the Cougar Aquatics swim team. **ALL grievances must begin the respective procedures down below within a 48-hour time frame or they shall be considered NULL & VOID (unless it relates directly to Safe Sport or MAAPP policies).** This is to ensure issues are dealt with in a timely fashion before becoming a larger team problem.



Problems/questions/complaints regarding practice, stroke instruction, meets, team rules, or any other part of the TRAINING program should be discussed with the following individuals, IN ORDER, until the situation is resolved.

1. The swimmers respective age group coach VIA email during normal business hours (8am to 5pm Monday-Friday) or on the pool deck before or after practice. Assistant coaches are not to be contacted via phone without their express permission.
2. The head coach
3. The President of the Board of Directors
4. The Board of Directors at the next Monthly Board Meeting

Problems/questions/complaints regarding any other area of the team should be discussed with the following individuals, in order, until the situation is resolved.

1. The respective Board member that oversees that area of the team
 - a. President (cougar.aquatics.pullman@gmail.com) – Coaches, club insurance, Board business, sponsorship, and programming
 - b. Vice President (cougar.aquatics.vp@gmail.com) – Fundraising, Team Building and volunteers
 - c. Treasurer (cougar.aquatics.treasurer@gmail.com) – Billing for dues & meet fees/USA Registration
 - d. Secretary (cougar.aquatics.secretary@gmail.com) – Website, social media, and Board meeting minutes
 - e. Safe Sport Representative (cougar.aquatics.safesport@gmail.com) - Safesport concerns
2. The President of the Board of Directors
3. The Board of Directors at the Monthly Board Meeting

Problems/Questions/Complaints regarding other parents on the team should be discussed with the following individuals, in order, until the situation is resolved.

1. The parent in question
2. The Board of Directors
 - a. No board member may be contacted directly. This removes an inherent bias there might be due to an existing relationship/friendship.
 - b. The head coach, and assistant coaches, are NOT to be contacted regarding Parent to Parent issues.



Problems/Questions/Complaints regarding other swimmers on the team should be discussed with the following individuals, in order, until the situation is resolved.

1. Swimmer to swimmer problems are encouraged to meet with one another first to resolve the problem if possible.
2. The swimmers respective age group coach VIA email during normal business hours (8am to 5pm Monday-Friday) or on the pool deck before or after practice. Assistant coaches are not to be contacted via phone without their express permission.
3. The Head Coach
4. The Board of Directors at the next Monthly Board Meeting

****Parents are NOT to contact other swimmers directly, or have their swimmers contact the swimmer in question for them. This will be categorized as a violation of the clubs anti-bullying policy and will face disciplinary action deemed appropriate by the board****

****Board of Directors Conflict of Interest****

All board members will be required to sign a conflict of interest form regarding their position on the board and their own children on the team. These signed documents will be posted on Team Unify. All board members MUST follow the same policy set forth in this document as parents on the team. In the event of a board member's child being of discussion, or a board member being of discussion, they will remove themselves from the respective board meeting and will not be allowed a vote or a say in disciplinary issues. They may state their side of the case, as all other families are allowed, and may not be given any further privilege for being a board member.

Disciplinary Action

The parent board reserves the right to issue disciplinary action to athletes, parents, coaches, and other board members in violation of this policy.