

WAVE AQUATICS

GRIEVANCE POLICY & PROCEDURE



Grievance Procedure

1. All conduct review and disciplinary action will be the responsibility of the Responsible Coach, Head Coach, President, or Board member to whom the complaint was supposed to be submitted according to the above procedures. A decision, and/or disciplinary action, will be issued as soon as reasonably possible.
 - a. If the person(s) registering the complaint believe the disciplinary action is insufficient or unsatisfactorily resolves the issue, they may appeal the decision of the Responsible Coach, in writing, with the Head Coach within 7 days of the initial complaint. A decision will be issued by the Head Coach as soon as reasonably possible. Failure of the Responsible Coach to address the parent/swimmer concerns in a prompt fashion is a basis for requesting an appeal.
 - b. If the person(s) registering the complaint believe the disciplinary action is insufficient or unsatisfactorily resolves the issue and after an appeal feel the Head Coach's decision is unsatisfactory, an appeal can be made to the Board of Director's. Appeals to the Board of Director's should be made in writing or in person to the President. If the President is not immediately available, an appeal can be made to any board member, along with an appeal made in writing to the President.
2. The decision of the Board of Directors in regard to any complaint, and any resulting disciplinary action, is final.

Categories of Grievances:

1. Regarding Conduct of Swimmer
2. Regarding Conduct of an Assistant Coach
3. Regarding Conduct of a Head Coach
4. Regarding Conduct of Parent
5. Regarding Conduct of any Board of Director officer

Registering a Grievance with WAVE:

1. Regarding Conduct of Swimmer – If a swimmer or parent believe another swimmer's actions are inappropriate or violate the athlete code of conduct, the swimmer or parent should notify the lead group coach for the group of the swimmer responsible. This complaint can be in person or in writing.
2. Regarding Conduct of an Assistant Coach – If a parent or swimmer feel an Assistant Coach's actions are inappropriate, violate any Club policies or procedures, or violates the Coach's Code of Conduct, the parent/swimmer should notify the Head Coach of this the violation(s). This complaint can be in person or in writing.
3. Regarding Conduct of a Head Coach – If a parent or swimmer deem the Head Coach's actions inappropriate, violate any Club policies or procedures, or violate the Coach's Code of

Conduct, the parent/swimmer should contact the President of the Board of Directors of this violation. This complaint can be in person or in writing. If the President is not available, the grievance may be presented to any member of the Board of Directors, with notification made in writing to the President. This complaint will be subject to review by the full Board of Directors.

4. Regarding Conduct of a Parent – If a parent of swimmer deem another Parent's behavior or actions inappropriate, violate any Club policies or procedures, or violate the Parent's Code of Conduct, the parent/swimmer should contact the Lead Group Coach of the family responsible. This complaint can be in person or in writing.
5. Regarding Conduct of any member of the Board of Directors- If a parent or swimmer feel a Director's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the full Board of Directors and Head Coach of this violation. The complaint can be submitted in person or in writing. This complaint will be subject to review and discussion by the full Board of Directors and Head Coach.

Registering a Grievance with USA Swimming and US Center for Safe Sport:

USA Swimming:

- Phone Number: (719) 866-4578
- [Deal with a Safe Sport Concern](#)

US Center for Safe Sport

- Phone Number: (720) 524-5640
- [Online Reporting Form](#)
- www.uscenterforsafesport.org