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### **Green Bay Swim Club Grievance Procedure**

The Green Bay Swim Club Grievance Procedure provides swimmers, parents, coaches, club leaders and board members a system to address and report grievances in a productive, systematic way. Adhering to these procedures ensures that the appropriate parties have the means to conduct thorough investigations, implement interventions, and administer disciplinary action when necessary.

#### **WHERE TO REPORT:**

For issues dealing with sexual misconduct, sexual harassment and/or sexually explicit or inappropriate communication through social media:

- U.S. Center for SafeSport: 833-5US-SAFE (587-7233) or <https://safesport.i-sight.com/portal>

For issues dealing with physical abuse, emotional abuse, criminal charges and the use, sale or distribution of illegal drugs:

- USA Swimming Safe Sport: [safesport@usaswimming.org](mailto:safesport@usaswimming.org) or <https://fs22.formsite.com/usaswimming/form10/index.html>

For issues dealing with known or suspected child abuse:

- If you believe a child is in immediate danger, call 911.
- You can also call the National Child Abuse Hotline at 1-800-4-A-CHILD (1-800-422-4453), which is available 24/7.

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Green Bay Swim Club Code of Conduct and violations of the Minor Athlete Abuse Prevention Policy.

- These issues are handled at the club level following the procedures outlined below.

#### **WHOM TO NOTIFY OF A GRIEVANCE** (Chain of Command)

*Regarding the Conduct of a Swimmer* - Contact the swimmer's coach.

- Should a parent or swimmer feel another swimmer's conduct is inappropriate or violates the Green Bay Swim Club Code of Conduct, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation. This complaint should be made in person or in writing. Coaches will ensure the Green Bay Swim Club Board of Directors is notified of the complaint and will participate in assessing behavior.

*Regarding the Conduct of an Assistant or Age Group Coach* - Contact the Head Coach

- Should a parent or swimmer feel an Assistant or Age Group Coach's conduct is inappropriate or in violation of any Club policies or procedures, the parent/swimmer should notify the Head Coach of this violation. This complaint should be made in person or in writing. The Head Coach will ensure that the Green Bay Swim Club Board of Directors is



notified of the complaint and will participate in assessing behavior.

*Regarding Conduct of Head Coach* – Notify the Green Bay Swim Club Board President

- Should a parent or swimmer feel the Head Coach's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the President of the Board of Directors of this violation. This complaint should be made in person or in writing. If the President is not immediately available, this complaint 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 and discussion by the full Board of Directors.

*Regarding Board of Director Member Conduct* - Notify the Green Bay Swim Club Board President

- Should a parent or swimmer feel a Director's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Board President of this violation in person or in writing. If the Board President is the Director whose conduct is in question, the Board Vice President should be notified in writing or in person *instead of* the Board President. This complaint will be reviewed and discussed by the full Board of Directors.

*Regarding Parent or Swim Official Conduct* - Notify the Head Coach and Board President

- Should a parent or swimmer feel another Green Bay Swim Club parent's or an official's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach and Board President of this violation in person or in writing. This complaint will be reviewed and discussed by the full Board of Directors.

**Note:** With the exception of issues which immediately affect the health and safety of swimmers, all matters should be discussed before or after a coaching session, as coaches should not be expected to deal with issues during water time.

**HOW GRIEVANCES WILL BE HANDLED**

*The Board of Directors have the authority to impose penalties for infractions of the Green Bay Swim Club Athlete, Parent and Coach Codes of Conduct or any behavior(s) they deem not conducive to the best interests of the Club or other swimmers. Consequences are at the sole discretion of the coaches and/or the Green Bay Swim Club Board of Directors and may include, but aren't limited to, verbal warnings, dismissal from practice, contacting parents, temporary suspension from club activities and expulsion. Involved parties will be informed of the processes and range of potential consequences. The U.S. Center for SafeSport, USA Swimming and local law enforcement (if applicable) will be contacted within 24 hours if a coach, parent, or swimmer violates the SafeSport Code for the U.S. Olympic and Paralympic Movements, the USA Swimming Code of Conduct, Athlete Protection Policy, or local laws.*

1. Gathering Information: The appropriate individuals will contact the person who filed the grievance, and the person against whom the grievance is being filed, to ask questions about what happened. In addition, other witnesses may be contacted for more information. All information will be recorded on the Green Bay Swim Club grievance procedure form.
2. Assessing Behavior: The behavior of the person(s) against which the grievance was brought, will be assessed using club policies and facility rules, USA Swimming Code of Conduct, USA Swimming Safe Sport policies, as well as applicable local and state laws.



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

### **GBSC Disciplinary Policy-Effective 10/19/23**

#### **Daily Inappropriate Behavior Policy**

1. Inappropriate Behavior Examples (at the discretion of GBSC Coaches and Board Members)
  - a. Creating distractions
  - b. "Overzealous" and unwanted splashing of others
  - c. Excessive yelling and screaming
  - d. Failing to follow the instructions of pool staff/coaches
  - e. Failing to follow pool rules relating to safety and enjoyment of pool
  - f. Other (at the discretion of GBSC Coaches and Board Members)

#### **Unacceptable Behaviors Policy**

1. Unacceptable behavior examples
  - a. Roughhousing or any conduct that poses a safety risk to others - i.e., dunking a swimmer, jumping on other swimmers.
  - b. Using profanity.
  - c. Arguing with pool staff/coaches, or refusing to comply with a pool staff/coaches requests.
  - d. Defacing or damaging pool property or the property of others. Parent is fiscally responsible.
  - e. Other (at the discretion of GBSC Coaches and Board Members)

#### **Disciplinary Actions For Inappropriate/Unacceptable Behaviors**

- a. First offense – Discussion with the child
- b. Second offense - Call/meeting with the parent
- c. Third offense - child will not be allowed to use the pool facilities/practice for the remainder of the day and will also be suspended for the next practice. The parent/caretaker will be notified, and will be expected to make immediate arrangements to pick up the child.
- d. Subsequent offenses - the child will not be allowed to use the pool facilities for the remainder of the day, and the parent/caretaker will be notified and will be expected to make immediate arrangements to pick up the child. The child will also be suspended for the next two swim meets (with no refund if they have already paid/signed up for those meets). The child will no longer be allowed to come to the pool without a parent or guardian present, unless otherwise determined by a GBSC Coach or Board Member



**Grievance Form**  
**Green Bay Swim Club**

**Member Information**

- **Name:** \_\_\_\_\_
- **Phone Number:** \_\_\_\_\_
- **Email Address:** \_\_\_\_\_
- **Swimmer's Name (if applicable):** \_\_\_\_\_

**Grievance Details**

- **Date of Incident:** \_\_\_\_\_
- **Location of Incident:** \_\_\_\_\_
- **Individuals Involved:** \_\_\_\_\_

**Description of Grievance**

*(Please provide a detailed account of the incident, including what happened, when, and who was involved. Attach additional pages if necessary.)*

**Desired Resolution**

*(What outcome or action would you like the Green Bay Swim Club to take?)*



## Supporting Evidence

*(Optional: Attach documents, emails, photos, or witness statements.)*

## Signature

I certify that the information provided above is accurate to the best of my knowledge.

- **Signature:** \_\_\_\_\_
- **Date:** \_\_\_\_\_

## For Club Use Only

- **Date Received:** \_\_\_\_\_
- **Received By:** \_\_\_\_\_
- **Action Taken:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- **Resolution Date:** \_\_\_\_\_