

## APPENDIX F

### GRIEVANCE PROCEDURE

The following are the procedures if a Mako Aquatics member or Coach feels that he or she has been harassed, bullied subjected to behavior in violation of an athlete, parent, coach or board member code of conduct or violation of a Mako Aquatics Policy:

- Report to your parents if you are an athlete.
- Report verbally to a Mako Aquatics Coach or a Board Member if you are an athlete, parent or coach.
- Report in writing to a Mako Aquatics Coach or the Mako Aquatics Board of Directors if you are an athlete, parent or coach. (refer to the reporting form on our Safe Sport Page)
- Make a formal complaint to USA Swimming Safe Sport (refer to the link on our Safe Sport Page “Deal with a Safe Sport Concern”).

While there are no express time limits for initiating complaints; every effort should be made to bring a complaint to the attention of the appropriate party as soon as possible while memories are fresh and witnesses continue to be available. Complaints will be explored and where it is determined that a violation has occurred, prompt corrective action will be taken. During the inquiry, confidentiality will be maintained to the extent possible. Complainants will be informed of the determination.

An investigation will adhere to the following basic structure:

1. Report received
  - a. If received by an Assistant Coach, bring in the Head Coach/CEO or board member to assist with due diligence and/or conversation within 48 hours of receipt or as soon as reasonably possible
  - b. If received by Head Coach/CEO, bring in an additional coach or board member to assist with due diligence and/or conversation within 48 hours of receipt or as soon as reasonably possible
  - c. If received by an individual board member, notify the other board members and begin due diligence and/or conversation within 48 hours of receipt or as soon as reasonably possible
2. Document due diligence and/or conversation in writing, save electronically and provide to the Mako Aquatics Secretary and/or Safe Sport Coordinator for appropriate record retention.
3. Document final determination as to any violation of Code or Policy in writing, save electronically and provide to the Mako Aquatics Secretary and/or Safe Sport Coordinator for appropriate record retention.
4. If determination supports a violation follow the below process:
  - a. 1st Occurrence - Verbal warning.
  - b. 2nd Occurrence – Written warning with a return acknowledgement required and remedial actions required as appropriate, i.e. training, suspension of locker room privileges, etc.
  - c. 3rd Occurrence – Suspension or termination of duties or membership within Mako Aquatics.

**Mako Aquatics reserves the right to accelerate/modify the disciplinary process if there is determined to be an immediate threat of harm to an individual.**

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5. If determination does not support a violation, process ends with #2

### **Mako Aquatics Staff and Board Reporting Structure**

Assistant Coaches report to the Head Coach/CEO

Head Coach/CEO reports to the Board of Directors (Head Coach/CEO has no vote on personnel matters related to himself)

Director is accountable to the Board of Directors (has no vote on matter related to their performance as a Board member or a member of Mako Aquatics) and the Membership

[To deal with a Safe Sport concern](#), contact USA Swimming at (719) 866-4578

Contact the U.S. Center for Safe Sport to make a report. Call 833-5US-SAFE (587-7233) or use the

[online reporting form](#) or find more information at <http://www.uscenterforsafesport.org/>  
To report anonymously. Text anonymous tips to 888-270-SWIM (7946)