



## Storm Aquatics Grievance Policy

The aim of the Grievance Policy is to work for a quick resolution to a conflict and having a set procedure that ensures all parties involved receive a fair hearing.

### Procedure

1. If a **serious or irreconcilable conflict** arises, a swimmer or parent if the swimmer is less than 18 years of age, should address the committee in writing regarding the nature of the grievance.
2. A special meeting will be organized, **if needed**, between all parties in an attempt to resolve the conflict.
3. In the event of such a meeting being held, an agreed upon date will be determined by all parties and the parties directly involved with the dispute will be notified in writing seven days prior to the meeting. Only those who have been issued with the correspondence will be entitled to attend the meeting. Each party will be entitled to a support person (in the case of child swimmers this is generally the parent).
4. The special panel to conduct the mediation will be composed of three members, two of which must be from the Storm Aquatics Board of Directors. Storm Aquatics

will jointly decide the composition of the panel.

- a. Storm Aquatics may elect to provide an individual who has experience in the mediatory process but is not part of the Storm Aquatics program if it is deemed necessary.
5. After the grievance has been discussed and all parties have had a chance to present their perspective of the conflict, the parties will be asked to leave and the panel will inform the parties of the outcome within seven days. While the details of the meeting will not be discussed outside of the meeting, the proposed action will be passed onto the committee through regular meeting time.
6. **The decision of the Panel is FINAL** and any parties, who persist in conflict, either directly or through discussion with other people, will be subject to disciplinary action by the committee.
7. Notification of decisions to swimming authorities will be attended to as per USA Swimming policy.
8. USA Swimming should not be contacted until the club has had the opportunity to resolve the grievance.
9. It is not advisable to involve other parents in an individual grievance as it may inhibit a quick resolution.