

FAST Grievance Procedure

FAST Grievance Procedure provides swimmers, parents, coaches, board members, and employees a formal system to address and report grievances in a systematic way. Following these procedures provides the appropriate parties a means to investigate, obtain notice, intervene, and take action when needed. The party against whom any complaint is made will be informed of the identity of the complaining party.

GENERAL SCOPE

The procedures outlined in this document are intended to deal with issues of peer-to-peer bullying, coach-athlete bullying, parent issues, and violations of the FAST Code of Conduct, FAST policies and procedures, and/or Minor Athlete Abuse Prevention Policy.

FAST Coaches and the Board of Directors strongly encourage swimmers and parents with questions or complaints about any coach to resolve the issues directly with that coach. If the nature of the complaint suggests that the matter cannot be resolved through direct communication with that coach, the matter shall be referred or resolved through this grievance procedure. Complaining parties will not be able to remain anonymous.

WHOM TO NOTIFY

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

1. Should a parent or swimmer feel another swimmer's conduct is inappropriate or violates the FAST Code of Conduct or FAST policies and procedures, the parent or swimmer should discuss these concerns with the lead coach of the swimmer responsible for the violation (Responsible Coach). That Coach, with assistance from a Head Coach and/or the Board of Directors if necessary, shall determine whether the issue can be resolved by a meeting between the Responsible Coach and the swimmer(s).
2. If it is determined that such a resolution is not possible, the Responsible Coach shall inform the parent or swimmer that the complaint must be submitted in writing. The Responsible Coach should inform the parent or swimmer that they will not be able to remain anonymous. The Responsible Coach will share this written complaint with a Head Coach and the Board of Directors, and the formal grievance procedure described in this document shall be followed. The complaint will be subject to review and discussion by a Head Coach and the full Board of Directors, including the Board's coaching representative.

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

1. Should a parent or swimmer express a complaint about an Assistant or Age Group Coach, the parent or swimmer is encouraged to contact that Assistant or Age Group Coach directly.

2. If the parent or swimmer expresses the belief that they are unable to meet directly with that Assistant or Age Group Coach, a Head Coach shall consider the nature of the complaint and, if necessary, discuss the matter with the Board of Directors. The Head Coach and/or the Board of Directors may determine that a meeting between the complainant, Assistant or Age Group Coach, Head Coach, and any other party believed to facilitate a discussion shall be attempted before commencing the more formal grievance procedure described below. The Head Coach must inform parents and/or swimmers that they will not be able to remain anonymous during the grievance process.
3. If the complaints against an Assistant or Age Group Coach cannot be resolved under numbers (1) and (2) of this section, the formal grievance procedure described in this document shall be followed. Any parent or swimmer who feels an Assistant or Age Group Coach's conduct is inappropriate or in violation of the FAST Code of Conduct or FAST policies and procedures shall notify a Head Coach of this violation in writing. The Head Coach will ensure the Board of Directors is notified of the complaint and will participate in assessing and reviewing the matter.

Regarding the Conduct of a Head Coach - Contact any member of the Board of Directors.

1. Should a parent or swimmer express a complaint about a Head Coach to any member of the Board of Directors, that Board member shall strongly encourage the parent or swimmer to contact that Head Coach directly. Most complaints regarding the conduct of a Head Coach are usually resolved by having the parents and/or swimmers meet with that Head Coach. Board members must inform parents and/or swimmers that they will not be able to remain anonymous during the grievance process.
2. If the parent or swimmer expresses the belief that they are unable to meet directly with the Head Coach, the Board of Directors shall consider the nature of the complaint and discuss the matter with that Head Coach. The Board of Directors may, in its discretion, determine that a meeting between the complainant, Head Coach, and any other party believed to facilitate a discussion shall be attempted before commencing the more formal grievance procedure described below.
3. If the complaints against a Head Coach cannot be resolved under numbers (1) and (2) of this section, the formal grievance procedure described in this document shall be followed. Any parent or swimmer who feels a Head Coach's conduct is inappropriate or violates the FAST Code of Conduct or FAST policies and procedures shall notify any member of the Board of Directors of this violation in writing. The member of the Board of Directors who receives said notification of inappropriate behavior shall share this written complaint with that Head Coach and other members of the Board of Directors. This complaint will be subject to review and discussion by the full Board of Directors, including the Board's coaching representative. The Head Coach against whom the complaint has been filed may select a coach other than the Board's coaching representative to hear, review, and vote on this complaint. Both the Board's coaching representative and/or a coach chosen in lieu of the coaching representative may choose to recuse himself/herself from this matter.

Regarding the Conduct of a Member of the Board of Directors - Contact any other member of the Board of Directors.

1. Should a parent, swimmer, or coach feel a member of the Board of Directors' conduct is inappropriate or violates the FAST Code of Conduct or FAST policies and procedures, the parent, swimmer, or coach is encouraged to contact that Board member directly to discuss.
2. If the parent, swimmer, or coach expresses the belief that he/she is unable to meet directly with that Board member, he/she shall notify any other member of the Board of Directors of this violation in writing. Board members must inform complainants that they will not be able to remain anonymous. The written complaint shall be shared, reviewed, and discussed by the full Board of Directors, including the Board's coaching representative, and the formal grievance procedure described in this document shall be followed. The member of the Board of Directors against whom the complaint has been made shall recuse himself/herself from this review, except when asked by the Board of Directors about the incident as part of the information gathering phase.

Regarding the Conduct of a Parent or Swim Official - Contact a Head Coach or any member of the Board of Directors.

- Should a parent or swimmer feel another FAST parent's or a swim official's conduct is inappropriate or violates the FAST Code of Conduct or FAST policies and procedures, he/she shall notify a Head Coach or any member of the Board of Directors in writing. Board members must inform parents and/or swimmers that they will not be able to remain anonymous. The written complaint shall be shared, reviewed, and discussed by the full Board of Directors, including the Board's coaching representative, and the formal grievance procedure described in this document shall be followed.

Note: With the exception of issues that immediately affect the health and safety of swimmers, all matters should be discussed before or after a coaching session.

HOW GRIEVANCES WILL BE HANDLED

The Board of Directors has the authority to impose penalties for infractions of the FAST Athlete, Parent, Board Member, and Coach Codes of Conduct, FAST policies and procedures, or any behavior(s) they deem not conducive to the best interests of FAST. Consequences are at the sole discretion of the Coaches and/or Board of Directors and may include, but are not limited to, verbal warnings, dismissal from practice, contacting parents, temporary suspension from team activities, and expulsion. Involved parties will be informed of the grievance procedure 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 swimmer, parent, coach, swim official, or member of the Board of Directors violates the SafeSport Code for the U.S. Olympic and Paralympic Movements, the USA Swimming Code of Conduct, Athlete Protection Policies, or local laws.

1. Gathering Information: After discussion by the Board of Directors, 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, after discussion by the Board of Directors, other witnesses may be contacted for more information.
2. Assessing Behavior: The behavior of the person(s) against whom the grievance was brought will be assessed using the FAST Code of Conduct, FAST policies and procedures, facility rules, USA Swimming Code of Conduct, USA Swimming's SafeSport Program, and applicable local and state laws.
3. Resolution can include, if agreed upon by all parties, discussion between the swimmer, coach(es), and/or parents and/or board members. Consequences may be given and disciplinary action will be taken, if appropriate. The resolution, 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

OTHER ISSUES - WHERE TO REPORT

For issues dealing with known or suspected child abuse, please contact your local police department.

For issues dealing with sexual misconduct, sexual harassment, and/or sexually explicit or inappropriate communication through social media: U.S. Center for SafeSport: (720) 524-5640 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 SafeSport: safesport@usaswimming.org or <https://fs22.formsite.com/usaswimming/form10/index.html>

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