



## Colonel Crawford Swim Team Grievance Policy

This policy outlines guidance and procedures to give swimmers, parents, coaches and club leadership a framework to address grievances in a productive way that allows the appropriate parties to investigate, and take disciplinary action if needed.

There are occasions when low-level problems may arise during club activity, where immediate action is required. A temporary suspension or exclusion from a single activity can be given by any coach. A report will then be made by the coach, within 24 hours, to the Head Coach. If a concern potentially rises above the scope of normal club activity, our club Grievance Policy will apply. Grievances by definition, are not disagreements. Simple disagreements should be resolved between the differing parties, vice team involvement, unless the disagreement rises to the level of a grievance that requires investigative resolution.

### CLASSIFICATION OF GRIEVANCES

1. Swimmer conduct, team operations, or other matter
2. Coach or facility employee conduct
3. Board of Director Member Conduct
4. Parent or Meet Official conduct

### WHOM TO NOTIFY OF A GRIEVANCE (The Grievance Chain-of-Command)

*Regarding the Conduct of a Swimmer, Team Operations or Other Matter* - Contact the Lead Coach  
Should a parent or swimmer feel another's conduct is inappropriate or violates the team Code of Conduct, the parent/swimmer should discuss these concerns with the Lead Coach. Concerns about team operations, such as conduct of practice, meet entries/policies, group assignments or other matters must first be discussed with the Lead Coach before the Head Coach will be involved. The concern may be made in person or in writing. If a resolution is unable to be reached, the Head Coach should be contacted.

*Regarding the Conduct of a Coach or Facility Employee* - Contact the Head Coach  
Should a parent or swimmer feel a coach or facility employee conduct is inappropriate or in violation of any team policies or procedures, the parent/swimmer should notify the Head Coach of this concern. This concern may be made in person or in writing. The Head Coach will ensure that the Board of Directors is notified of the concern and will participate in assessing behavior. If the concern is about the Head Coach, direct notification of the Board President may occur *instead* of the Head Coach.

*Regarding Board of Director Member Conduct* – Contact the Board President  
Should a parent or swimmer feel a Director's conduct is inappropriate or violates any team policies or procedures, the parent/swimmer should notify the Board President of this concern in person or in writing. If the Board President is the Director whose conduct is in question, the Board Vice President may be notified in writing or in person *instead* of the Board President. The concern will be reviewed and discussed by the full Board of Directors.

*Regarding Parent or Swim Meet Official Conduct* - Contact the Head Coach and Board President  
Should a parent or swimmer feel a parent or swim official's conduct is inappropriate or violates any team policies or procedures, the parent/swimmer should notify both the Head Coach and Board President of this concern in person or in writing. This concern will be reviewed and discussed by the full Board of Directors.

## **HOW GRIEVANCES WILL BE HANDLED**

*The Head Coach and Board of Directors have the final authority to impose penalties for infractions of the team Code of Conduct. The Code of Conduct also specifically provides that disciplinary action is at the sole discretion of the Head Coach and Board of Directors, and may include, but not limited to, verbal warnings, dismissal from practices/meets, contacting parents, suspension and/or expulsion from the team. USA Swimming and local law enforcement (if applicable) will be contacted within 24 hours if a coach, parent or swimmer violates the USA Swimming Code of Conduct, MAAPP Policy, or local laws.*

### **1. Gathering Information**

The appropriate team personnel will reach out to the person who filed the grievance, and the person against whom the grievance is being filed, to ask questions about what happened. Other persons may be contacted for more information. All proceedings will be confidential.

### **2. Assessing Behavior**

The behavior of the person(s) against which the grievance was brought will be assessed using team policies, facility rules, USA Swimming Code of Conduct, USA Swimming Safe Sport policies, and applicable local and state laws. If involving a paid coach, the Employee Handbook will also apply.

### **3. Disciplinary Action**

If deemed appropriate, disciplinary action may be taken 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. Disciplinary measures provided (if any) in applicable policies

A record of the grievance (and any disciplinary action) will be recorded by the Board of Directors, and will remain confidential unless a team member can show cause why the matter should be publicized to members of the team. If involving a paid coach, due to employment laws, the matter will not be made public unless directed by law enforcement or the courts.