**GRIEVANCE PROCEDURE**

The following Dragon Swim Team Policy and Agreement is based off a model grievance policy provided by USA Swimming and outlined in the Minor Athlete Abuse Prevention Policy. The Dragon Swim Grievance Procedure provides swimmers, parents, coaches, club leaders and employees a system to address and report grievances in a productive, systematic way. Following these Procedures provides the appropriate parties a means to properly investigate, intervene, and take disciplinary action when needed.

**Where to Report**

REPORT A CONCERN USA Swimming (719) 866-4578 Use the online reporting form, call 833-5US-SAFE (587-7233), or find more information at www.uscenterforsafesport.org.

## **Whom to Notify of a Grievance (Chain of Command)**

Regarding the Conduct of a Swimmer – [Contact the swimmer’s coach](https://www.teamunify.com/team/pac2/page/home/custom-page1).

Should a parent or swimmer feel another swimmer’s conduct is inappropriate or violates the Dragon Swim Code of Conduct, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation (Responsible Coach). This complaint should be made in writing. Coaches will ensure the Dragon Swim Head Coach or the Manager is notified of the complaint and will participate in assessing behavior.

Regarding the Conduct of an Assistant or Site Pool Coach – [Contact the Head Coach](mailto:headcoach@swimpac.org?subject=SafeSport%20Concern) or Manager.

Should a parent or swimmer feel an Assistant or Performance Level 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 writing.

Regarding Conduct of Head Coach. Contact the Manager.

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 Manager of this violation. This complaint should be made in writing.

## **How Grievances Will Be Handled**

The Managers have the authority to impose penalties for infractions of the Dragon Swim 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 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 48 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. It will be the responsibility of the Managers/or the Head Coach to track, and securely safe any information brought fourth during a grievance investigation.
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