



Southeastern Swim Club

Swimmers', Parents' and Coaches' Grievance Policy

(Updated 6/19/19)

Coaches' responsibilities include:

1. Assessing behavior of swimmers as dictated by our Code of Conduct and all published policies and procedures
2. Issuing disciplinary action for any swimmer that is determined to have violated that Code of Conduct or any published policy/procedure (will include items from the approved Athlete Code of Conduct)
3. All disciplinary action is at the coach's reasonable discretion, and will be issued with regard to:
 - a. Nature of the misconduct
 - b. Severity of the misconduct
 - c. Prior disciplinary actions against swimmer
 - d. Adverse effect of the misconduct on other swimmers
 - e. Application of the Code of Conduct
4. Coaches are authorized to take immediate disciplinary action, if appropriate and necessary under the circumstances, to ensure the safety of all swimmers.

Categories of Complaints & Procedures for Registering a Grievance:

1. Regarding Conduct of Swimmer – If a parent or swimmer feel another swimmer's conduct is inappropriate or violates the Athlete Code of Conduct, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation. This complaint should be made in person or in writing.
2. Regarding Conduct of an Assistant or Age Group Coach – If a parent or swimmer feel an Assistant or Age Group 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 person or in writing.
3. Regarding Conduct of Head Coach – If a parent or swimmer feels the Head Coach's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the President of the Board of Directors of this violation. This complaint should be made in person or in writing.
4. Regarding Conduct of Contract Instructor – If a parent or swimmer feels a Contract Instructor's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach of this violation. The complaint should be made in person or in writing.
5. Regarding Conduct of any member of the Board of Directors – If a parent or swimmer feel a Director's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the full Board of Directors and Head Coach of this violation. This complaint will be subject to review and discussion by the full Board of Directors and Head Coach.

Grievance Procedure

1. Any initial conduct review and disciplinary action will be the responsibility of the Coach, Head Coach or President to whom the complaint was required to be made. A decision, and/or disciplinary action, will be issued as soon as reasonably possible
2. If the parent/swimmer registering the complaint feels the Coach's disciplinary action is insufficient or unsatisfactorily resolves the issue, the parent/swimmer may appeal the decision of the Coach, in writing, with the Head Coach within 7 days of the initial complaint. A decision, and/or disciplinary action, will be issued by the Head Coach as soon as reasonably possible. Failure of the Coach to address the parent/swimmer concerns in a timely manner is a basis for requesting an appeal. The decision of the Head Coach in regard to any complaint, and any resulting disciplinary action, is final.