



## **ALL STAR AQUATICS GRIEVANCE PROCEDURES**

The All Star Aquatics Grievance Procedures (Procedures) 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:**

For issues dealing with sexual misconduct, sexual harassment and/or sexually explicit or inappropriate communication through social media:

- U.S. Center for SafeSport: 833-5US-SAFE (587-7233) 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 Safe Sport: [safesport@usaswimming.org](mailto:safesport@usaswimming.org) or <https://fs22.formsite.com/usaswimming/form10/index.html>

For issues dealing with known or suspected child abuse:

- All Maryland citizens should report suspected abuse or neglect to the local department of social services or to a local law enforcement agency:
  - To make a report of child abuse, neglect or sex abuse, including making a report on past abuse when the perpetrator is still around children, contact the Montgomery County Department of Health and Human Services, Child Protective Services (CPS) Office 24-hour line: 240-777-4417.
  - The Montgomery County Police non-emergency line is: 301-279-8000.
- For questions about SafeSport related to ASA: ASA Club Safe Sport Chair: Jaime DeLuca, [jaime.deluca@yahoo.com](mailto:jaime.deluca@yahoo.com)

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the All Star Aquatics Codes of Conduct and violations of the Minor Athlete Abuse Prevention Policy:

- These issues are handled at the club level following the procedures outlined below, including the All Star Aquatics Swimmer, Parent, and Coaches Codes of Conduct and Anti-Bullying policy, as applicable.

## WHOM TO NOTIFY OF A GRIEVANCE (Chain of Command):

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

- Should a parent or swimmer feel another swimmer's conduct is inappropriate or violates the All Star Aquatics Swimmer 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 person or in writing to the Responsible Coach for the swimmer's practice group. Coaches will ensure the All Star Aquatics Board of Directors and Executive Director are notified of the complaint and will participate in assessing behavior.

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

- Should a parent or swimmer feel an Assistant Coach's conduct is inappropriate or in violation of any Club policies or procedures, the parent/swimmer should:
  - For swimmers in the AG1, AG2, Juniors and NDG groups, notify the Head Age Group Coach of this violation. This complaint should be made in person or in writing, copying the Executive Director. The Head Age Group Coach will ensure that the All Star Aquatics Board of Directors is notified of the complaint and will participate in assessing behavior. If the Head Age Group Coach is the coach whose conduct is in question, notify the Head Coach.
  - For swimmers in the Seniors, ASG, and NTG groups, notify the Head Coach of this violation, copying the Executive Director. This complaint should be made in person or in writing. The Head Coach will ensure that the All Star Aquatics Board of Directors is notified of the complaint and will participate in assessing behavior.

Regarding Conduct of Head Coach – Notify the All Star Aquatics Board President

- 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 President of the Board of Directors of this violation. This complaint should be made in person or in writing. If the President is not immediately available, this complaint may be presented to any member of the Board of Directors, with notification made in writing to the President. This complaint will be subject to review and discussion by the full Board of Directors.

Regarding Board of Director Member Conduct - Notify the All Star Aquatics Board President

- Should a parent or swimmer feel a Director's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Board President of this violation in person or in writing. If the Board President is the Director whose conduct is in question, the Board Safe Sport Representative should be notified in writing or in person instead of the Board President. This complaint will be reviewed and discussed by the full Board of Directors.

Regarding Parent or Swim Official Conduct - Notify the Head Coach and Board President

- Should a parent or swimmer feel another All Star Aquatics parent's or an official's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach, Executive Director, and the Board President of this violation in person or in writing. This complaint will be reviewed and discussed by the full Board of Directors.

Note: With the exception of issues which immediately affect the health and safety of swimmers, all matters should be outside of practice time (preferably following an email to set up a mutual agreed upon time to meet/talk), as coaches should not be expected to deal with issues during water time.

### HOW GRIEVANCES WILL BE HANDLED

The Board of Directors has the authority to impose penalties for infractions of the All Star Aquatics Athlete, Parent and Coaches 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 and/or All Star Aquatics Board of Directors and may include, but are not 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 24 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. All information shared will be recorded and maintained appropriately.
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

OTHER ALL STAR AQUATICS MATTERS

For issues falling outside the codes of conduct, Safe Sport, and MAAPP (e.g., concerns regarding your swimmer's performance, practice effort, opportunities on the club, or coaching):

- Talk to your swimmer's coach first. Communication between parents and coaches is critical to swimmers' progress and development, so start by sending your swimmer's coach an email, copying the club's Executive Director. In most cases the coach will be able to address your questions via email, or can schedule a discussion outside of practice hours.
- Contacting Head Coaches. If you feel your swimmer's coaches are not responsive, you may contact the Head Age Group or Head Coach, as applicable. Parents of Age Group swimmers (AG1, AG2, Juniors, NDG) should contact the Head Age Group Coach. Parents of swimmers in the High School-aged groups (Seniors, Advanced Seniors, and NTG) should contact the Head Coach.
- Board Outreach. If you believe there are issues with adherence to club policies, are having difficulty communicating with coaches, or have broader concerns about the club, you should contact the ASA Board President or the club's Executive Director.

[ASA Incident Report Form](#)