



LAKESIDE AQUATIC CLUB GRIEVANCE PROCEDURE

The **Lakeside Aquatic Club (LAC)** Grievance Procedure provides swimmers, parents, coaches, club leaders and employees with 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 or <https://fs22.formsite.com/usaswimming/form10/index.html>

For issues dealing with known or suspected child abuse:

- Texas Abuse and Neglect Hotline at 1-800-252-5400 or visit txabusehotline.org

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Lakeside Aquatic Club Code of Conduct and violations of the Minor Athlete Abuse Prevention Policy.

- These issues are handled at the club level following the procedures outlined below.

WHOM TO NOTIFY OF A GRIEVANCE (Chain of Command)

Regarding the Conduct of a Swimmer – Please contact the swimmer’s coach.

- Should a parent or swimmer feel another swimmer’s conduct is inappropriate or violates the Lakeside Aquatic Club 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. That coach will communicate the issue to their Site Supervisor. The Site Supervisor will participate in assessing behavior. Should the need arise to further investigate the issue, the Site Supervisor will contact the person in charge of LAC Code of Conduct violations and the Head Coach.

Regarding the Conduct of an Assistant or Age Group Coach – Please contact the Site Supervisor at that location.

- Should 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 Site Supervisor at that location. This complaint should be made in person or in writing. The Site Supervisor will participate in assessing behavior. Should the need arise to



further investigate the issue, the Site Supervisor will contact the person in charge of LAC Code of Conduct violations and the Head Coach.

Regarding Conduct of the Site Supervisor – Please notify the Lakeside Aquatic Club Head Coach.

- Should a parent or swimmer feel the Site Supervisor’s conduct is inappropriate or violates 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. If the Head Coach is not immediately available, this complaint may be presented to the Board President. This complaint will be subject to review and discussion by the full Board of Directors.

Regarding Conduct of Head Coach – Please notify the Lakeside Aquatic Club 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 – Please notify the Lakeside Aquatic Club 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, they should notify ANY member of the Board 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 – Please notify the Site Supervisor or the Head Coach.

- Should a parent or swimmer feel another Lakeside Aquatic Club parent’s or an official’s conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Site Supervisor or the Head Coach of this violation in person or in writing. This complaint will be reviewed and discussed by the full Board of Directors.

Note: Apart from issues which immediately affect the health and safety of swimmers, all matters should be discussed before or after a coaching session, as coaches should not be expected to deal with issues during water time.

HOW GRIEVANCES WILL BE HANDLED

The Head Coach has the authority to impose penalties for infractions of the Lakeside Aquatic Club 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 and/or Lakeside Aquatic Club Board of Directors and 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 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.
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