



Long Island Aquatic Club Grievance Procedure

The Long Island Aquatic Club 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:

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:

- Nassau County Police Department 516-573-8800
- Nassau County Child Protection Services MANDATED REPORTER HOTLINE: 800-635-1522 // 24 HR HOTLINE 800-342-3720

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Long Island 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 - Contact the swimmer's coach.

- Should a parent or swimmer feel another swimmer's conduct is inappropriate or violates the Long Island 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 writing***. Coaches will ensure the Long Island Aquatic Club head coach is notified of the complaint and will follow up with the Responsible Coach to ensure actions were taken.
- Step #1: Ensure response to parent/swimmer who feels another's conduct is inappropriate. The initial response will inform the parent/swimmer the head coach has been notified, and that the staff will begin their investigation which will include, but not be limited to, informing the other swimmer's parent/guardian, asking for their view of the events, interviewing other athletes with close contact to both parties. Document and retain all relevant information.
- Step #2: Attempt to educate and change the behavior of alleged party. Emphasis will be placed on educating the individual by informing all persons involved of the rules and behavior expectations related to the situation, as well as expectations for changing the behavior.



Verbally remind the individual of their code of conduct and request compliance. Document encounter. This conversation will always be done in an open environment that is visibly interruptible with at least two Long Island Aquatic Club coaches present for the conversation.

- Step #3: Inform initial family/swimmer of findings and result. Reinforce vigilance toward this issue, and ask for follow up to confirm negative behavior has ceased.
- Step#4: If behavior continues, request in-person meeting with alleged offender, their parent, and at least two Long Island Aquatic Club coaches in an open environment that is visibly interruptible. Inform athlete of potential disciplinary action.
- Step #5: if behavior further continues, a meeting with Head Age Group Coach, Head Coach, alleged swimmer/parent, and initial swimmer/parent will be required. Should this intervention not cause cessation of behavior, potential suspension and/or dismissal from club will follow.

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

- 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 Head Coach of this violation. This complaint should be made ***in writing***. The Head Coach will ensure that the Long Island Aquatic Club club owner is notified of the complaint and will participate in assessing behavior.

Regarding Conduct of Head Coach – Notify the Long Island Aquatic Club Head Age Group Coach and one other full-time staff member.

- 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 Head Age Group Coach ***and one other full-time staff member*** of this violation. This complaint should be made in ***in writing***.

Regarding Parent or Official Conduct - Notify the Head Coach

- Should a parent or swimmer feel another Long Island Aquatic Club parent's or an official's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the Head Coach of this violation in person or in writing.

Note: With the exception of 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 Long Island 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 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. All information will be recorded on the Long Island Aquatic Club grievance procedure form.

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

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