



Long Island Aquatic Club Grievance Procedure

Complaint and Conflict Resolution Procedures (Grievances):

In a conflict arising between individuals, the first step to resolving the conflict is for the individual to take the concern directly to the other person, whether a coach and a swimmer, a coach and a parent, or a swimmer and a swimmer. Respectfully discuss the concern and attempt to resolve. If this does not resolve the conflict, present the conflict to the next level of club management, i.e. head coach, head age group coach, and then Long Island Aquatic Club senior level staff. If disciplinary action is necessary, the following steps will be initiated:

Step 1: Identify the problem or infraction by determining the effect of the behavior. Infractions may be in regard to the safety of the swimmers and/or staff, the preservation of property, or be in regard to behavioral issues (i.e. failure to follow program or facility rules, disruptive behavioral, and other contrary to the stated behavioral expectations). Document the incident. Educate and attempt to change the behavior. 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.

A. Verbally remind the individual of the code of conduct and request compliance. Document the encounter.

B. If the behavior continues and the infractions jeopardize the safety of swimmers, potential disciplinary action will occur, such as removal from the pool (the coach will be responsible for this decision).

At least two Long Island Aquatic Club staff will be present in the event a disciplinary meeting is required. Any anticipated meeting with a swimmer(s) to resolve a conflict and point out expected behaviors should have at least two Long Island Aquatic Club staff present. Any continuing of the behavior requiring another meeting should involve the parent(s), athlete(s) and two Long Island Aquatic Club staff.

All coach/swimmer interactions will be in an open environment and/or with at least two Long Island Aquatic Club staff present. Document incident and details of the interaction.

Step 2: All attempts will have been made to educate the individual(s) and request for their compliance. However, interventions may take place when the repeated negative behavior is disruptive and is impacting the safety and positive experiences of swimmers or coaches. The following action(s) will be taken:

A. The person committing the infraction will be suspended from club participation.

B. A meeting with all involved parties will take place. For coaches, this will include the Head Age Group Coach, the Head Coach, and Long Island Aquatic Club senior level staff.

C. This meeting will be used to identify the violations or behavioral problems, as well as the required changes in the individual(s)

behaviors. This will include a timeline and agreed upon terms of reinstatement for club participation.

Step 3: If behavioral concerns continue and/or reoccur following suspension and reinstatement, the following steps will occur:

A. A meeting will occur between all involved parties. Long Island Aquatic Club senior level staff will participate in any such meeting.

B. The disciplinary actions taken will be reviewed and agreed upon by all members present.

C. The individual will be terminated for participation at the Long Island Aquatic Club.