

## MLY Phoenix Grievance Procedure

The MLY Phoenix Grievance Procedure provides swimmers, parents, coaches, and officials a system to address and report grievances in a productive, systematic way. Following this procedure 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: 720-524-5640 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:

- NJ Department of Children and Families 24-Hour Hotline: 1-877-652-2873

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the MLY 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

*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 MLY 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. Coaches will ensure the MLY Phoenix head coach is notified of the complaint and will participate in assessing behavior.

*Regarding the Conduct of an Assistant Coach* - Contact the Head Coach- Chris Brookover

- Should a parent or swimmer feel an Assistant Coach's conduct is inappropriate or in violation of any MLY policies or procedures, the parent/swimmer should notify the Head Coach of this violation. This complaint should be made in person or in writing. The Head Coach will ensure that the MLY Executive Director is notified of the complaint and will participate in assessing behavior.

*Regarding Conduct of Head Coach* – Notify the MLY Executive Director- Lance Lee

- Should a parent or swimmer feel the Head Coach's conduct is inappropriate or violates any MLY policies or procedures, the parent/swimmer should notify the Mt. Laurel YMCA Executive Director of this violation. This complaint should be made in person or in writing.

*Regarding Parent or Official Conduct* - Notify the Head Coach- Chris Brookover

- Should a parent or swimmer feel another MLY Phoenix parent's or an official's conduct is inappropriate or violates any MLY 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 practice, as coaches should not be expected to deal with issues while swimmers are in the water.

#### HOW GRIEVANCES WILL BE HANDLED

*The Head Coach has the authority to impose penalties for infractions of the MLY Phoenix Athlete, Parent and Coach Codes of Conduct or any behavior(s) they deem not conducive to the best interests of the program 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 team 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 MLY Phoenix grievance form.
2. Assessing Behavior: The behavior of the person(s) against which the grievance was brought, will be assessed using MLY 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

**MLY Phoenix Grievance Form**

*to be completed by appropriate authority notified of grievance*

Date reported: \_\_\_\_\_

Name of individual reporting grievance: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Complaint details: \_\_\_\_\_

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Name of MLY employee addressing grievance: \_\_\_\_\_

Steps taken to investigate issue: \_\_\_\_\_

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Evidence of violations found: \_\_\_\_\_

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Proposed resolution: \_\_\_\_\_

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Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_