



Susquehanna Valley Aquatic Club

Grievance Policy

The Susquehanna Valley Aquatic Club (SVAC) Grievance document is largely modeled off of a policy recommended by USA Swimming and provides all members of SVAC a guide to report grievances to the appropriate staff or board member. 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 contact the U.S. Center for SafeSport: 833-5US-SAFE (587-7233) or [online here](#).
- For issues dealing with physical abuse, emotional abuse, criminal charges and the use, sale or distribution of illegal drugs, contact the USA Swimming Safe Sport: safesport@usaswimming.org or [online here](#).
- For issues dealing with known or suspected child abuse, call Pennsylvania's ChildLine at 1-800-932-0313 or [online here](#).
- For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the SVAC 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.

Who to notify

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.

Regarding the conduct of a swimmer: notify the swimmer's coach

Should a parent/swimmer feel another swimmer's conduct is inappropriate or violates the Athlete Code of Conduct, the parent/swimmer should discuss these concerns with the coach responsible for the swimmer responsible for the possible violation. This complaint should be made in person or in writing.

Regarding the conduct of an Assistant or Age Group Coach: notify the head coach

Should a parent or swimmer feel an Assistant Coach's conduct is inappropriate or in violation of any team policies or procedures, the parent/swimmer should notify the Head Coach of this violation. This complaint should be made in person or in writing.

Regarding the conduct of the Head Coach: notify the SVAC Board President

Should a parent or swimmer feel the Head Coach's conduct is inappropriate or violates any team policies or procedures, the parent/swimmer should notify the President of the Parent Board of SVAC. This complaint should be made in person or in writing.

Regarding the conduct of a board member: notify the SVAC Board President

Should a parent or swimmer feel a Board Member'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 Vice President 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 the conduct of a parent member or other volunteer: notify the Head Coach and Board President

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

General procedures

The SVAC Board have the authority to impose penalties for infractions of the SVAC 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 SVAC Board 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 and retained.

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:

- Nature of the misconduct
- Severity of the misconduct
- Prior disciplinary actions
- Adverse effect of the misconduct
- Application of the Code of Conduct