

DONNER SWIM CLUB

GRIEVANCE REPORTING POLICY

2026–2027 Membership Year

Donner Swim Club is committed to providing athletes, parents, coaches, staff, and members with a clear process for raising concerns and resolving issues appropriately.

Most concerns can and should be addressed directly at the lowest appropriate level. However, certain matters involving safety, misconduct, Safe Sport, abuse, or conflicts involving Club leadership may require a different reporting path.

Nothing in this policy limits or replaces any reporting obligation or reporting right established by USA Swimming, the U.S. Center for SafeSport, law enforcement, child-protection authorities, or applicable law.

1. General Concerns

Routine athlete, coaching, or program concerns should generally be addressed first with the person most directly responsible for the issue.

Examples may include:

- athlete development;
- practice concerns;
- communication;
- meet participation;
- event entries;
- group placement;
- training expectations; or
- interpretation of a Club policy.

For athlete-specific coaching concerns, the normal communication path is:

Athlete or Parent → Athlete's Coach → Head Coach

Parents and athletes are encouraged to communicate directly, respectfully, and in good faith.

Concerns should not be raised with coaches while they are actively supervising practice or competition except when immediate attention is necessary for safety.

2. Formal Grievances

A formal grievance may be appropriate when a concern:

- involves an alleged violation of Donner Swim Club policy;
- involves significant or repeated misconduct;
- cannot reasonably be resolved through normal communication;
- concerns the conduct of a coach, staff member, volunteer, Board member, or other Club representative;
- or
- otherwise warrants formal review.

Formal grievances should be submitted **in writing** and should include, when reasonably available:

- the name of the person submitting the grievance;
- the individual or issue involved;
- a description of the concern;
- relevant dates or circumstances;
- any previous attempts to resolve the matter; and
- any supporting information the reporting person believes is relevant.

A grievance should be submitted as soon as reasonably practical after the concern occurs or becomes known.

3. Reporting Path

Formal grievances should be directed according to the nature of the concern.

Concerns involving a coach or program matter

Submit to the **Head Coach**.

Concerns involving the Head Coach

Submit directly to the **Board President or other designated Board officer**.

Concerns involving a Board member

Submit to the **Board President**, unless the President is the subject of the grievance.

Concerns involving the Board President

Submit to another **Board officer or designated Board representative**.

No person should be expected to submit a grievance solely to the individual who is the subject of that grievance.

4. Review and Response

Donner Swim Club will review grievances in a manner appropriate to the nature and seriousness of the concern.

The review may include:

- speaking with the reporting person;
- speaking with individuals involved;
- reviewing relevant communications, policies, or records;
- consulting appropriate Club leadership;
- gathering additional information; and
- determining whether the matter falls under another governing or reporting process.

The Club will make reasonable efforts to address grievances in a timely manner.

The outcome may include:

- clarification or communication;
- informal resolution;

- coaching or administrative correction;
- policy clarification;
- corrective action;
- referral to the Board;
- referral to USA Swimming, Indiana Swimming, the U.S. Center for SafeSport, or another appropriate authority; or
- a determination that no further Club action is warranted.

The Club may be limited in the amount of information it can provide regarding personnel, minors, confidential matters, or external investigations.

5. Safe Sport, Abuse & Mandatory Reporting

Safe Sport, abuse, sexual misconduct, child-protection concerns, and other matters subject to external reporting requirements do not need to proceed through Donner Swim Club's normal grievance process before being reported.

Depending on the nature of the concern, reports may need to be made directly to:

- the U.S. Center for SafeSport;
- USA Swimming Safe Sport;
- law enforcement;
- child-protection authorities; or
- another appropriate governing body.

USA Swimming specifically directs physical or emotional misconduct, Code of Conduct violations, and MAAPP/Safe Sport policy violations through its Safe Sport reporting process, while matters within the Center's jurisdiction are handled by the U.S. Center for SafeSport.

If a person is unsure where a concern should be reported, USA Swimming advises that Safe Sport staff can assist in determining the appropriate reporting channel.

Nothing in this policy requires a person to obtain Donner Swim Club approval before making an external report.

6. Immediate Safety Concerns

Concerns involving an immediate threat to athlete safety should be reported immediately to an appropriate coach, Club representative, facility representative, emergency service, law-enforcement agency, or other appropriate authority.

The normal communication sequence described in this policy does not apply when immediate action is reasonably necessary to protect an athlete or another person.

7. Non-Retaliation

Retaliation against any person for raising a good-faith concern, filing a grievance, participating in a review, or making an appropriate Safe Sport or safety report is prohibited.

Good-faith disagreement with a coaching, administrative, or Board decision does not by itself constitute misconduct.

Knowingly false or intentionally misleading reports may be addressed under applicable Club policies.

8. Confidentiality

Donner Swim Club will make reasonable efforts to handle grievances with appropriate discretion.

Information may be shared with individuals who need the information to review, respond to, or properly report the concern.

The Club cannot guarantee complete confidentiality when disclosure is reasonably necessary for investigation, participant safety, due process, mandatory reporting, legal compliance, or governing-body requirements.

REGISTRATION ACKNOWLEDGMENT

Relationship to Other Club Policies

This policy should be read together with:

- The Donner Swim Club Membership Agreement
- Parent & Athlete Standards
- Safe Sport & MAAPP requirements
- Communication Policy
- Other policies applicable to the concern being reported.

Nothing in this policy requires a person to complete Donner Swim Club's internal grievance process before making a report that may be made directly to USA Swimming, the U.S. Center for SafeSport, law enforcement, child-protection authorities, or another appropriate authority.