



## YMCA Tidal Force Swim Team Grievance Policy

For the purposes of these guidelines, if a parent, athlete, or coach\* has a complaint, conflict, or alleged violation of any Y guideline, policy, or procedure or any local, state, or federal law, there shall be an open communication line regarding the complaint, conflict, or allegation. All parents, athletes, and coaches\* should feel free to communicate their conflicts.

*\*If a coach has a grievance involving another staff member, procedures outlined in the Employee Handbook should be followed in place of this procedure.*

Aggrieved parties should follow the appropriate complaint procedure in seeking a resolution. Aggrieved parties can skip steps in the complaint procedure if they feel it would be futile or they feel uncomfortable discussing their complaint with certain levels of management.

The following are the recommended steps for communicating a complaint, conflict, or allegation:

- **Discussion with Swim Team Coordinator:** Most conflicts and complaints should first be discussed with the Swim Team Coordinator. However, if the aggrieved party is not comfortable speaking with the Swim Team Coordinator or is not satisfied with the response, the aggrieved party should proceed to the next step in the process.
- **Discussion with Aquatics Director or Assistant Director:** If a resolution cannot be reached at the Swim Team Coordinator level, the aggrieved party or Swim Team Coordinator may ask the Aquatics Director or Assistant Director to mediate and facilitate a reasonable resolution.
- **Discussion with VP of Healthy Living:** If a resolution is not feasible at the Aquatics Director level, the aggrieved party, Swim Team Coordinator or the Aquatics Director may ask the VP of Healthy Living to intercede.
- **Discussion with President/CEO:** All matters that are not resolved at the VP of Healthy Living level may be brought before the President/CEO. When this step is necessary, a conference will be requested with the President/CEO. The President/CEO will have the final authority in any dispute.