



## **PROCEDURE FOR ADDRESSING CONCERNS/COMPLAINTS BY STAFF AND MEMBERS OF HAST**

**ADOPTED - NOVEMBER 16, 1994**

**REAFFIRMED - JANUARY 24, 2006**

**ADDED: SAFE SPORT INFO – July 9, 2020**

Good communication and conflict resolution skills are essential, not only to good working relationships between staff and Board, but also to effectively work with HAST members. It is expected that all HAST staff, Board and members will be able to resolve conflict or concerns among themselves without involvement of a mediator.

The following steps will be used to resolve issues among staff, and between HAST members and the Coach/Director.

**STEP 1.** Any staff or member of HAST (members are defined as parents and guardians of all USA registered swimmers and other swimmers enrolled in HAST's competitive swimming program) who has a question or concern about a particular incident or the swimming program, is expected to discuss the matter with the Executive Director/Coach. It is expected that the individuals will make a serious effort to resolve the concern through direct communication.

**STEP 2.** If the concern/conflict is not resolved in Step 1, the staff or member may request the concern be brought to a meeting with the Executive Director/Coach, the concerned party and one member of the Board of Directors appointed by the Board of Directors. The Board member will serve as a neutral party to assist with addressing the concern. Each person will clearly state their position and the people in attendance will attempt to resolve the concern/conflict using a consensus process. The designated Board member will not meet individually with parties to discuss the concern/conflict. The role of the Board member is to facilitate the process of arriving at a resolution. The Board member will not have decision making power regarding the concern/conflict, but will provide input into the consensus process.

Successful resolution of concerns/conflict is most likely when there is open communication with all parties to the concern/conflict present. Board members, staff, and HAST members will make every effort not to discuss unresolved concern/conflicts with each other outside the concern/conflict resolution process.

### **Hastings Area Swim Team (HAST) SAFE SPORT GRIEVANCE PROCEDURE**

#### **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:

- Dakota County, MN: call 9-1-1 for all emergency & non-emergency issues.
- Washington County, MN: If the child is in immediate danger, call 9-1-1 or your local police department. If you want to make an immediate oral report of physical or sexual abuse, neglect or exploitation of a child, please call 651-430-6457 between 8 a.m. - 4:30 p.m. After hours, you may call Crisis Response 651-275-7400 to make a report.
- Pierce County, WI: PIERCE COUNTY DEPARTMENT OF HUMAN SERVICES  
412 West Kinne Street P.O. Box 670 Ellsworth, WI 54011 Office Hours: 715-273-6766 After Hours: 715-273-5051

For issues dealing with peer-to-peer bullying, coach-athlete bullying, parent issues, violations of the Hastings Area Swim Team Code of Conduct, and/or violations of the Minor Athlete Abuse Prevention Policy will be handled at the club level as outlined below.

### **WHOM TO NOTIFY OF A GRIEVANCE – (Chain of Command)**

*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 Hastings Area Swim Team Code of Conduct, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation (Responsible Coach). This complaint should be made in person or in writing. Coaches will record this on the HAST google doc form, available to HAST Board members.

*Regarding the Conduct of an Assistant Coach*

- Parents, first PLEASE e-mail the coach involved & briefly describing the incident. (That coach will call & chat on the phone or meet with you in person.)
- If you dealt with an assistant Coach & you were not satisfied, Contact Kim Olson, Head Coach/Executive Director of this violation. This complaint should be made in person or in writing.
- If you still are not satisfied, the Head Coach will set up a face to face meeting and may invite an HAST Board Member to sit in to mediate.

*Regarding Conduct of Head Coach – Notify Chasi May, HAST Board President*

- Should a parent or swimmer feel the Head Coach's conduct is inappropriate or violates any Club policies or procedures, the parent/swimmer should notify the



President of the Board of Directors of this violation. This complaint should be made in person or in writing.

- If the President is not immediately available, this complaint may be presented to any member of the Board of Directors, with notification made in writing to the President. This complaint will be subject to review and discussion by the full HAST Board of Directors.

*Regarding Board of Director Member Conduct - Notify Chasi May, Board President*

- should a parent or swimmer feel a Director'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 Board Vice President – Michelle Duer 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 Parent or Swim Official Conduct - Notify the Head Coach and Board President*

- Should a parent or swimmer feel another Hastings Area Swim Team 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.

**Note: Except for issues which immediately affect the health and safety of swimmers. All matters should be discussed before or after a coaching session. As always, HAST coaches attention should be on the swimmers in the water during HAST swim practice and meets.**

### **HOW GRIEVANCES WILL BE HANDLED**

*The Board of Directors have the authority to impose penalties for infractions of the Hastings Area Swim Team's Code of conduct, for athletes, coaches, and/or parents. Consequences are at the discretion of the coaches and/or the Hastings Area Swim Team Board of Directors. These consequences may include, but aren't limited to: verbal warnings, contacting parents, dismissal from practice, temporary suspension from HAST Team activities and expulsion. All Involved parties will be informed of the processes and range of potential consequences.*

***If applicable, 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 law. The person recognizing that violation must notify the U.S. Center for SafeSport, USA Swimming, and local law enforcement***

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 Hastings Area Swim Team's google doc form.

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. If appropriate: consequences will be given, and disciplinary action will be taken. These consequences/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