Club Communication Policy

At 757swim we value and welcome communication between parents, athletes, coaches, and staff. We understand how much trust parents place in our coaching staff. Increasingly, as swimmers grow older and spend more time at the pool, they spend a great deal of time with their coaches, and coaches often become one of the most important and trusted adults in a child's life. Along the way, parents may want to discuss their child's swimming performance, goals, as well as their social development, health, behavior or concerns.

We encourage engagement and open and productive communication with the coaching staff. In positive sports environments, kids feel safe and free to be themselves. They are better able to focus on training, practice, and competition. It takes the intentional and collaborative effort of coaches, athletes, administrators, and parents or guardians to build and maintain positive sport environments. Reporting abuse and misconduct helps keep sport environments safer and enables affected young athletes to get help. How those reports are handled will depend on the type and seriousness of the concern or misconduct.

Concerns or possible misconduct can range from one of a MAAPP/Safe Sport violations, one that involves sexual misconduct, or it may be a coach/athlete communication or relationship concern. Below is information to help guide you in your decision on what method to follow for various levels of concern or violations. Reporting, documenting, and following the steps below will help everyone involved reach a resolution.

GRIEVANCE PROCESS
If a 757swim Club member (athlete or family) has a grievance or concern, the below process will be followed:

<u>Reporting:</u>
Discuss the complaint with the lead coach who is responsible for the swimmer/family member/coach involved.

Suspected MAAPP or Safe Sport complaints will be immediately elevated to the Head Coach/Associate Head Coach and handled as per Safe Sport reporting procedure above.

- Concerns outside of Safe Sport will be handled as follows:
    - The lead coach will work to resolve the issue between the affected parties. The lead coach will also copy all communication with the CEO/Head Coach.
    - The lead coach will follow up with the complainant, once a resolution has been reached, assuming the complainant didn't participate in the resolution process
    - If a resolution is not reached, the lead coach will escalate the concern to the Head Coach and/or the Assistant Head Coach, where the process will start over.

<u>Documentation:</u>

The lead facilitator of the concern will keep a record of the complaint as well as the resolution reached to be shared with the Board of Directors.

- This will include a summary of the complaint, evidence collected, and a summary of the resolution reached.
- On a quarterly basis, a summary report of all resolved complaints will be shared with the 757swim Board of Directors by the CEO.

Escalation or Appeals Process:

- If a resolution is not reached with the Head Coach/CEO, the complainant may appeal the decision by escalating the concern to the 757 Human Relations Consultant for further review. The 757swim Human Relations Consultant will review all documentation and evidence, conduct interviews if necessary, and determine the appropriate outcome.
- The 757swim Human Relations Consultant is Angela Walker, SPHR. She can be reached at HR@757swim.com or by cell at (757) 802-5431
- All requests for appeal will be reviewed within 7 days when possible.
- An official response will be provided to the complainant upon the conclusion of the review within a reasonable timeframe.
- The decision of the Human Relations Consultant is final.
- All appeals will be summarized and reported to the 757swim Board of Directors and CEO on a monthly basis.

SAFE SPORT VIOLATIONS

If a 757swim Club member (athlete or family) has observed a violation of MAAPP/SafeSport, please report it immediately to SafeSport through one of the following channels:

1. Make an online report via the USA Swimming Safe Sport website.
2. USA Swimming Safe Sport Coordinator **833-5US-SAFE (587-7233)**
3. 757swim SafeSport Club Coordinator Erin Roehrle (payments@757swim.com)

Violations that qualify:

1. *criminal activity, use/sale/distribution of drugs, physical abuse or inappropriate touching (inclusive of massages/rubdowns performed by coaches), coach and athlete sharing hotel room, pictures/videos taken within locker rooms, or any violation of the USA Swimming Minor Athlete Abuse Prevention Policy (MAAPP).*
2. sexual misconduct, sexual harassment, or sexually explicit communication (verbal or through any form of media).

Certain people are required to immediately report misconduct. **USA Swimming's Mandatory Reporting Rule** is found on their website under USA Swimming Concern