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CANOE CITY SWIM CLUB | GRIEVANCE PROCEDURE

The Old Town – Orono YMCA's Canoe City Swim Club Grievance Procedure provides athletes, parents/guardians, coaches, and volunteers a system to address and report grievances in a productive, systematic way. 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 peer-to-peer bullying, adult-to-athlete bullying, parent issues/complaints, violations of the Canoe City Swim Club's Codes of Conduct or Policies & Procedures, or violations of the Minor Athlete Abuse Prevention Policy contact:

CCSC Safe Sport Coordinator, Taylor Rogers

aquatics@otoymca.org | (207) 827-9622

For issues dealing with known or suspected child abuse contact:

Maine Department of Health & Human Services

1-800-452-1999

If there is immediate danger, also contact:

Old Town Police Department

(207) 827-3984 *or* 911

For issues dealing with criminal charges; physical or emotional misconduct; USA Swimming Code of Conduct violations; or violations of USA Swimming Safe Sport Policies contact:

[USA Swimming Safe Sport](#)

(719) 866-4578 | Anonymous Text Tips: 888-270-SWIM | [Online Reporting Form](#)

For issues dealing with sexual misconduct, sexual harassment, and/or sexually explicit or inappropriate communication through social media contact:

[U.S. Center for Safe Sport](#)

(833) 587-7233 | [Online Reporting Form](#)

OLD TOWN – ORONO YMCA

472 Stillwater Avenue

Old Town, Maine 04468

207 827 9622 | OTOYMCA.org

LAST UPDATE: August 30th, 2023

WHOM TO NOTIFY OF A GRIEVANCE (CHAIN OF COMMAND)

REGARDING THE CONDUCT OF AN ATHLETE

Contact the athlete's primary coach.

- If a parent/guardian or athlete feels another athlete's conduct is inappropriate or violated the Canoe City Swim Club's Athlete Code of Conduct or the Old Town – Orono YMCA's Member Code of Conduct, the parent/guardian or athlete should discuss these concerns with the primary coach of the athlete responsible for the violation.
- This complaint should be made either in person or in writing.
- Coaches will ensure the Canoe City Swim Club's Head Coach is notified of the complaint and will participate in assessing the behavior.

REGARDING THE CONDUCT OF AN ASSISTANT COACH OF VOLUNTEER COACH

Contact the Head Coach.

- If a parent/guardian or athlete feels an Assistant or Volunteer Coach's conduct is inappropriate or violates any of the Canoe City Swim Club's or Old Town – Orono YMCA's codes of conduct, policies, or procedures, the parent/guardian or athlete should notify the Head Coach of this violation.
- This complaint should be made either in person or in writing.
- The Head Coach will ensure the Old Town – Orono YMCA's Healthy Living Director, Senior Program Director, and/or Executive Director is notified of the complaint and will participate in assessing the behavior.

REGARDING THE CONDUCT OF THE HEAD COACH

Contact the Old Town – Orono YMCA's Healthy Living Director, Senior Program Director, or Executive Director.

- If a parent/guardian or athlete feels the Head Coach's conduct is inappropriate or violates any of the Canoe City Swim Club's or Old Town – Orono YMCA's codes of conduct, policies, or procedures, the parent/guardian or athlete should notify the Old Town – Orono YMCA's Healthy Living Director, Senior Program Director, and/or Executive Director of this violation.
- This complaint should be made either in person or in writing.

REGARDING THE CONDUCT OF A PARENT, OFFICIAL, OR OTHER NON-COACH VOLUNTEER

Contact the Head Coach.

- If a parent/guardian or athlete feels a Canoe City Swim Club parent/guardian's, official's, or other non-coach volunteer's conduct is inappropriate or violates any of the Canoe City Swim Club's or Old Town – Orono YMCA's codes of conduct, policies, or procedures, the parent/guardian or athlete should notify the Head Coach of this violation.
- This complaint should be made either in person or in writing.
- The Head Coach will ensure the Old Town – Orono YMCA's Healthy Living Director, Senior Program Director, and/or Executive Director is notified of the complaint and will participate in assessing the behavior.

NOTE: With the exception of issues which immediately affect the health and safety of athletes, all matters should be discussed outside of practice times. Members of the Canoe City Swim Club Coaching Staff should not be expected to deal with issues while they are actively coaching athletes.

HOW GRIEVANCES WILL BE HANDLED

1. **GATHERING INFORMATION** | The appropriate individual(s) will contact the person(s) who filed the grievance and the person(s) against whom the grievance has been filed to ask questions about what happened. In addition, one or more witnesses may be contacted for more information. All information will be recorded on the Old Town – Orono YMCA’s Incident Form.
2. **ASSESSING BEHAVIOR** | The behavior of the person(s) against whom the grievance has been filed will be assessed using the Canoe City Swim Club’s Policies & Procedures; the Old Town – Orono YMCA’s codes of conduct, policies, procedures, and facility rules; USA Swimming’s Code of Conduct; USA Swimming’s Safe Sport policies; and applicable local, state, and federal laws.
3. **DISCIPLINARY ACTION** | Consequences will be determined and disciplinary action will be taken, if appropriate. This disciplinary action will be determined using the following general guidelines:
 - a. **NATURE OF THE MISCONDUCT**
 - b. **SEVERITY OF THE MISCONDUCT**
 - c. **PRIOR DISCIPLINARY ACTION(S)**
 - d. **ADVERSE EFFECT(S) OF THE MISCONDUCT**
 - e. **APPLICATION OF THE CODES OF CONDUCT**

The Canoe City Swim Club’s Head Coach and the Old Town – Orono YMCA’s Healthy Living Director, Senior Program Director, and Executive Director have the authority to impose penalties for infractions of the Old Town – Orono YMCA’s Member Code of Conduct and/or the Canoe City Swim Club’s Codes of Conduct or any behavior(s) they deem not in the best interests of other athletes, the Canoe City Swim Club, and/or the Old Town – Orono YMCA.

Consequences will be determined by the Canoe City Swim Club’s Coaching Staff and/or the Old Town – Orono YMCA’s Healthy Living Director, Senior Program Director, and Executive Director. Disciplinary action may include, but is not limited to, verbal warnings, dismissals from practice, contacting parents/guardians, loss of privileges, temporary suspension from club activities, and suspension or termination of club membership.

The U.S. Center for SafeSport, USA Swimming, and, if applicable, local law enforcement will be contacted within 24 hours if a coach, volunteer, parent/guardian, or athlete violates the SafeSport Code for the U.S. Olympic and Paralympic Movements; the USA Swimming Code of Conduct; Athlete Protection policies; or local, state, or federal laws.