



# ASPIRE AQUATICS OF COLORADO

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INSPIRING EXCELLENCE • CREATING COMMUNITY • BUILDING LEADERS

## Grievance Procedure

### Purpose:

Your safety is paramount to Aspire Aquatics of Colorado (AAC) and USA Swimming. If you experience or witness actions or events that concern you or make you feel uncomfortable, it is important to talk to someone about it. This document outlines the processes where a swimmer, parent, or coach can bring forward a complaint or concern.

### Who to Contact:

If you have a concern relating to bullying, parent issues, unfair treatment, or violations of the Swimmer, Parent, or Coach Code of Conduct:

Coaches, swimmers, and parents are encouraged to talk with each other to resolve their issues. However, if this isn't possible, members of AAC should know how to file a grievance:

1. Swimmers or parents who have a grievance with another swimmer, parent, assistant coach, or official should contact their athlete's Group Coach in writing within one week of the date of occurrence. They will review the problem in a timely and confidential (when possible) manner. All information will be gathered regarding the situation, which may involve sit-down meetings with all those involved and any witnesses. Decisions will be made in a timely manner. AAC disciplinary actions are explained in more detail in the Swimmer, Parent, and Coach Codes of Conduct.
2. If you are not satisfied with the decision reached by the athlete's Coach (or if a decision is not rendered in the time frame discussed above), you must refer the matter to the Head Coach, Karen Ammon at [karen@aspireaquatics.com](mailto:karen@aspireaquatics.com) within three working days of notification of the Group Coach's decision. The Head Coach and Group Coach will meet, and you will be notified of their decision.
3. Any complaints about a Group Coach should be referred to the Head Coach, Karen Ammon, within two weeks of the date of occurrence. The Head Coach will discuss the problem with you in a timely and confidential manner. All information will be gathered regarding the situation, which may involve sit-down meetings with all those involved and any witnesses. Decisions will be made within two weeks of notification. Disciplinary action that may be required is outlined in the AAC Employee Handbook.
4. If you are not satisfied with any decisions reached by the Head Coach, you must refer the matter to the AAC President at [dcammon5@gmail.com](mailto:dcammon5@gmail.com) within three working days of notification of the Head Coach's decision. The President will review and evaluate the complaint in collaboration of USA Swimming Safe Sport and will notify you of the decision, as well as notify all persons deemed relevant to the situation. Decisions made by the Executive Board are final.

If your concern relates to inappropriate behavior or activity that includes, but is not limited to, the following:

- Criminal Activity
- Use, sale, or distribution of illegal drugs
- Physical abuse
- Inappropriate touching
- Coaches sharing hotel rooms with athletes
- Rubdowns or massages performed by coaches
- Pictures and/or videos taken in locker rooms or changing areas
- Violations of USA Swimming's Minor Athlete Abuse Prevention Policy (MAAPP)

Please report the incident immediately...

- If you need guidance, please contact our Safe Sport Club Coordinator - ginadeluna@gmail.com
- USA Swimming at (719) 866-4578 <https://www.usaswimming.org/articles-landing-page/2017/05/08/safesport-report>
- Contact the U.S. Center for Safe Sport to make a report. or call all (833) 5US-SAFE (833-587-7233) or use the online reporting form or find more information at [www.uscenterforsafesport.org](http://www.uscenterforsafesport.org)