**PRA Grievance Procedures**

This procedure ensures problems or issues that may arise will be dealt with in a fair, timely, and consistent manner. If a member has an issue regarding:

 Behavioral Issues

 Bullying

 MAAPP violations

 Code of Conduct Concerns

 Financial Concerns

 Membership/Registration Issues

It should be raised in line with this procedure.

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

 US. 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 or <https://fs22.formsite.com/usaswimming/form10/index.html>

For issues dealing with known or suspected child abuse:

 Allegheny County [Allegheny County Human Services](https://www.alleghenycounty.us/Human-Services/About/Contact/Child-Abuse.aspx)

 PA Department of Human Services 1-800-932-0313

Conduct of a Swimmer: Head Coach

Should a parent or swimmer feel another swimmer’s conduct is inappropriate or violates PRA’s CoC, the parent/swimmer should discuss these concerns with the coach of the swimmer responsible for the violation. This complaint should be made in writing/email. The Coach will ensure the Head Coach and President are notified.

Conduct of a Staff Member: Head Coach

Should a parent of swimmer feel a staff members conduct is inappropriate or in violation of PRA policies, procedures, or CoC , the parent or swimmer should notify the Head Coach of this violation. This complaint should be made in writing/email. The Head Coach will ensure the BoD is notified of the complaint and will participate in assessing behavior.

Conduct of Head Coach: President

Should a parent or swimmer feel the Head Coach’s conduct is inappropriate or violate any PRA policies, procedures, or CoC, the parent or swimmer should notify the Board President of this violation in writing/email. This complaint will be subject to review and discussion by the full Board of Directors

Conduct or Director: President or Vice President

Should a member feel a Director’s conduct is inappropriate or violates and PRA policies or procedures, the member should notify the Board President of the violation in writing/email. If the Board President is whose conduct is in question, the Board Vice President should be notified in writing/email. The complaint will be reviewed and discussed by the full Board of Directors.

 Conduct of Parent: Head Coach

Should a parent or swimmer feel another PRA parent’s conduct is inappropriate or violates any PRA policies or procedures. The parent or swimmer should notify the head coach of this violation in writing/email. This complaint will be reviewed and discussed by the full Board.

 How to Handle Grievances

Members should discuss the problem with the Coach or Board Member on an informal basis first. The Coach or Board Member will discuss concerns with the appropriate people in an attempt to resolve the matter.

When the informal procedure is used, it is advised to make notes of the discussion.

If the grievance is not resolved or cannot be resolved informally, then the issue should be dealt with the formal grievance procedure.

A written statement shall be submitted to the Head Coach and President on PRA Inc.

The statement should include the informal process

A meeting shall be set up to further address the issue

A resolution shall be given at the conclusion of the meeting or within a timely manner.

All grievances will be handled with a high degree of confidentiality.

All WET issues should be addressed to the Head Coach.

All DRY issues should be addressed to the President.

The Board od Directors have the authority to impose penalties for infractions of the Pine Richland Athlete, Parent, and Coach Codes of Conduct or any behaviors they deem not conducive to the best interest of the club or other swimmers. Consequences are at the sole discretion of the coaches and/or PRA Board of Directors and may include, but are not limited to verbal warnings, dismissal from practice, contacting parents, temporary suspension from club activities and expulsion. Involved parties will be informed of the processes and range of potential consequences. The US Center for SafeSport, USA Swimming, and local law enforcement will be contacted within 24hours if a coach, parent, or swimmer violates the SafeSport Code for the US Olympic and Paralympic Movements, the USA Swimming Code of Conduct, Athlete Protection Policy, or local laws.

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.

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 CoC, USA Swimming SS policies, as well as applicable local and state laws.

Consequences will be given and disciplinary action will be taken, if appropriate. These consequences and disciplinary actions will be decided using the general guidelines: Nature of misconduct, Severity of misconduct, Prior disciplinary actions. Adverse effect of misconduct, Application of Code of Conduct.