



Cranbrook Triton Swim Club – Complaints and Discipline Policy

The goal of the Cranbrook Triton Swim Club is to make every swimmer's experience a positive one. Open communication with your swimmer's coach is encouraged. Parents and swimmers are encouraged to first speak with their coach if they have any concerns. If concerns continue, members should then discuss their concern with the Senior Coach. If further support or mediation is required, members can involve the Board of Directors to help resolve the issue.

Complaints Procedure

The following procedure is for submitting a formal complaint:

1. The grievance must be submitted in writing to the Board of Directors and must include specific information including date, time, and place of occurrence and detailed description of situation.
2. A written copy of the submitted grievance will be provided to the individual(s) the grievance is being lodged against.
3. A committee of 2-3 members of the Board of Directors will investigate the issue and report the findings to the Board of Directors who will in turn decide if any further action will be taken. Investigations and discussions related to grievances will all be held under strict confidence.
4. The Club will utilize the Cranbrook Triton Swim Club's Dispute Resolution Policy for guidance on negotiated resolution and alternate dispute resolutions when required.

Disciplinary Procedures

The club will not tolerate bullying or any type of abuse during or related to club activities and will not tolerate involvement of a parent or swimmer in illegal activities. Disciplinary action may be taken. Types of incidents requiring discipline may include, but are not limited to, excessively disruptive behavior, any behavior causing emotional distress for other members or coaches, disrespect of coaches, use of banned substances or theft of property. Communication regarding a swimmer's behaviour will be reported to the parent/guardian by the coach or board of directors in the strictest of confidence. Failure to adhere to the club's policies may result in disciplinary action as follows:

Discipline Procedures for Swimmers:

1. A reminder by the coach of the rules and a verbal request to stop the offensive action.
2. Sitting on deck in an assigned seat near coach for reminder of swim practice or swim meet or scratched from remainder of swim meet.
3. A meeting with coach, swimmer and parent.
4. A written formal warning from the Senior Coach and/or Board of Directors
5. Probation or Suspension: To be determined by the senior coach and/or Board of Directors.
6. Expulsion: To be determined by the Board of Directors.

Discipline Procedures for Members/Parents/ Guardians:

1. A reminder by the coach of the rules and a verbal request to stop the offensive action.
2. A meeting with the parent/guardian, coach or board members.
3. A written formal warning from the Board of Directors.
4. Written notice from the Board of Directors informing the member that they are banned from the pool deck during practices or at swim meets.
5. Probation or suspension of member: To be determined by the Board of Directors with recommendations from the senior coach.
6. Expulsion: to be determined by the Board of Directors.

Appeal Policy

The club will follow a similar process as the Swim BC Appeals Policy. Refer to the following Swim BC web link to view the Appeals Policy:

<https://static1.squarespace.com/static/54079aafe4b046dc42950d2c/t/5d0eedceb3f1e70001474a90/1561259471441/SBC+Appeal+Policy+-+June+16%2C+2015.pdf>