

EKSC Resolution of Disputes & Complaints – Summary Steps



STEPS in resolving disputes with, or complaints against a COACH

- 1**
 - Parent and/or athlete should talk directly to the coach who is causing the issue, or to their group coach. The aim should be to resolve the issue through effective communication.
 - Parent will document the date and details of the discussion - may be asked to share this with the General Manager (GM) in the future.

- 2**
 - Parent and/or athlete will talk directly to the Pool Lead Coach at their pool.
 - Pool Lead Coach is obligated to report to the Heads of Program.
 - One of the Heads of Program will discuss the issue with the coach concerned and outline the next steps to be taken.
 - The EKSC Discipline Policy and EKSC Code of Conduct will apply.
 - Incident and actions taken will be documented and provided to the GM as appropriate.

- 3**
 - Heads of Program will meet with the coach in question.
 - If appropriate, an appointee of the club may investigate the issue raised and present their findings.
 - The EKSC Discipline Policy and EKSC Code of Conduct will apply.
 - Incident and actions taken will be formally documented and provided to the coach. This will also be provided to the GM.

- 4**
 - Heads of Program and/or appointee(s) of the Board of Directors will investigate the issue; and meet with the coach in question.
 - The EKSC Discipline Policy and EKSC Code of Conduct will apply.
 - Incident and actions taken will be formally documented and provided to the coach. This will also be provided to the GM.
 - Notification of the outcome will be issued to the Board of Directors.

*** At any step, consequences may be given, or the dispute/complaint escalated based on severity and at the discretion of the Heads of Program or Board of Directors.**

EKSC Resolution of Disputes & Complaints – Summary Steps



STEPS in resolving disputes with, or complaints against an ATHLETE

- 1**
 - Group Coach will attempt to manage minor behaviour issues and complaints in the regular course of coaching the group and speaking with parents. The aim should be to resolve the issue through effective communication.

- 2**
 - Pool Lead Coach at the pool will meet with the athlete and contact the parents.
 - The EKSC Resolution of Disputes & Complaints Policy along with the EKSC Code of Conduct will apply.
 - Incident and actions taken will be documented and provided to the General Manager (GM) as appropriate.

- 3**
 - One of the Heads of Program will meet with the athlete and their parents.
 - The EKSC Resolution of Disputes & Complaints Policy along with the EKSC Code of Conduct will apply.
 - Incident and actions taken will be formally documented and provided to the athlete and their parent(s). This will also be provided to the GM.

- 4**
 - An appointee for the club will be asked to investigate the issue raised and present their findings.
 - The Appointee, Heads of Program, representative for the Board of Directors, athlete and their parents, will meet and the EKSC Resolution of Disputes & Complaints Policy along with the EKSC Code of Conduct will apply.
 - Incident and actions taken will be formally documented and provided to the athlete and their parents. This will also be provided to the GM.
 - Notification of the outcome will be issued to the Board of Directors.

*** At any step, consequences may be given, or the dispute/complaint escalated based on severity and at the discretion of the Heads of Program or Board of Directors.**

EKSC Resolution of Disputes & Complaints – Summary Steps



STEPS in resolving disputes with, or complaints against a MEMBER

1

- Individual may raise an issue either to the Group Coach or Board of Directors (as appropriate).
- Group Coach or appointee from the Board of Directors will meet with the individual raising the issue. They will also meet with the member to whom the issue is regarding. The aim should be to resolve the issue through effective communication.

2

- Pool Lead Coach at the pool or appointee from the Board of Directors will meet - either together or separately; the individual raising the issue, and also the member(s) to whom this is referring in an attempt to resolve the matter.
- The EKSC Resolution of Disputes & Complaints Policy along with the EKSC Code of Conduct will apply.
- Incident and actions taken will be documented and communicated to all parties concerned. A copy will be provided to the General Manager (GM) as appropriate.

3

- One of the Heads of Program and/or President will meet - either together or separately; the individual raising the issue, and also the member(s) to whom this is referring in an attempt to resolve the matter.
- An appointee for the Club may be asked to investigate the issue raised and present their findings (as appropriate).
- The EKSC Resolution of Disputes & Complaints Policy along with the EKSC Code of Conduct will apply.
- Incident and actions taken will be formally documented. The outcome will be communicated to the individual who raised the issue and the member to whom the issue is regarding. This will also be provided to the GM.

4

- An appointee for the Club will be asked to investigate the issue raised and present their findings.
- Heads of Program and/or Board of Directors will meet to review the issue with all parties concerned.
- The EKSC Resolution of Disputes & Complaints Policy along with the EKSC Code of Conduct will apply.
- Incident and actions taken will be formally documented. The outcome will be communicated to the individual who raised the issue and the member to whom the issue is regarding. This will also be provided to the GM.

*** At any step, consequences may be given, or the dispute/complaint escalated based on severity and at the discretion of the Heads of Program or Board of Directors.**