



Paseo Aquatics Grievance Procedure

Paseo Aquatics provides swimmers, parents, coaches, club leaders, and employees a clear system to address and report grievances. Our goal is to resolve issues in a constructive way, while ensuring proper investigation, intervention, and—when needed—disciplinary action.

Where to Report

Sexual Misconduct, Harassment, or Inappropriate Communication (including social media):

- U.S. Center for SafeSport: **833-5US-SAFE (587-7233)** or [SafeSport Portal](#)

Physical or Emotional Abuse, Criminal Charges, Illegal Drugs:

- USA Swimming Safe Sport: safesport@usaswimming.org
- [USA Swimming Form 10](#)

Known or Suspected Child Abuse:

- Contact **local law enforcement** and/or the appropriate state agency.

Peer-to-Peer Bullying, Coach-Athlete Bullying, Parent Issues, Code of Conduct or MAAPP Violations:

- These are handled at the **club level** following the grievance procedures below.
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Whom to Notify (Chain of Command)

1. Regarding the Conduct of a Swimmer

- Notify the swimmer's **coach** or Paseo's Safe Sport Coordinator **Kelly Zancanaro** safesport@paseoaquatics.org or 661-645-4268.



- Concerns should be shared in person or in writing. Coaches will escalate to the Head Coach or Club President and help assess behavior.

2. Regarding the Conduct of an Assistant or Age Group Coach

- Notify the **Head Coach or Club President** in person or in writing.
- The Head Coach will inform the club owner and assist with review.

3. Regarding the Conduct of the Head Coach

- Notify the **Club President or Safe Sport Rep** in person or in writing.

4. Regarding the Conduct of a Parent or Official

- Notify the **Head Coach** in person or in writing.

Note: Except for urgent health or safety matters, all discussions should take place before or after practices—never during water time.

How Grievances Are Handled

The **Head Coach, Club President, and Safe Sport Rep** have authority to enforce the Paseo Aquatics Athlete, Parent, and Coach Codes of Conduct.

Possible Consequences may include:

- Verbal warnings
- Dismissal from practice
- Parent contact
- Temporary suspension from activities
- Expulsion from the Club



If misconduct involves violations of **SafeSport Code, USA Swimming Code of Conduct, Athlete Protection Policy**, or **local laws**, the U.S. Center for SafeSport, USA Swimming, and/or law enforcement will be contacted within **24 hours**.

Process:

1. **Gather Information** – Speak with the reporting party, the accused, and any witnesses. Document details using the Paseo Aquatics grievance form.
2. **Assess Behavior** – Review against club policies, facility rules, USA Swimming Code of Conduct, Safe Sport policies, and applicable laws.
3. **Determine Consequences** – Disciplinary actions will consider:
 - Nature and severity of misconduct
 - Prior disciplinary record
 - Impact on others
 - Code of Conduct guidelines

Acknowledgment

I have read and understand the policies stated above. I agree to comply with the policy outlined. If one parent/guardian signs, these expectations apply to both parents/guardians in the household.

Printed Name _____ **Date** _____

Parent/Guardian Signature _____