

S.W.A.M.

POLICY TITLE: Grievance Procedure
EFFECTIVE DATE: September 2008
AUTHORIZED BY: 2008-2009 SWAM Board

PURPOSE: To provide a mechanism for resolving conflict as quickly and fairly as possible.

APPLIES TO: All S.W.A.M. members

POLICY: SWAM members shall be provided with an effective procedure for bringing complaints and grievances to the attention of fellow SWAMMers, Coaches and the Board.

When a SWAMMer perceives a problem or believes a situation is unjust, inequitable and is a hindrance to continued participation, he/she shall be allowed to voice such concerns without fear of reprisal.

Since the grievance procedure is initiated by a SWAM member and/or Coach, all documentation and discussions as well as the final resolution, shall be treated as confidential, to the extent feasible.

PROCEDURE:

If a SWAMMer has issue with a teammate(s). SWAMMer is to;

1. Speak to that teammate (s) about specific issue (s)
2. If SWAMMer not comfortable with direct dialogue, SWAMMer is to notify the Coach and/or Morning/ Evening Representative to present concern and seek assistance in obtaining resolution.
3. If concerns/issues not satisfactorily obtained with assistance from the Coach and/or Rep, the Coach and/or Rep. is responsible for notifying the Board in writing.
4. Upon notification, The Board will request the SWAMMer specify issues/concerns that are to be considered.
5. The Board will need to review grievance and determine appropriate action no later than 2 weeks from the date the grievance was submitted to the Board in writing.

If a SWAMMer has issue with a Coach (s). SWAMMer is to;

1. Speak to the Coach(es) about specific issue (s)
2. If SWAMMer not comfortable with direct dialogue, SWAMMer is to notify the Morning/ Evening Representative (Rep.) to present concern and seek assistance in obtaining resolution.
3. If concerns/issues not satisfactorily obtained with assistance from the Representative, the Rep. is responsible for notifying the Board in writing.
4. Upon notification, the Board will request the SWAMMer specify issues/concerns that are to be considered.
5. The Board will need to review grievance and determine appropriate action no later than 2 weeks from the date the grievance was submitted to the Board in writing.

REVISION

RESPONSIBILITY: S.W.A.M. Board