

JCAT Grievance Procedure - 2026

Coach-Owned Club Without a Governing Board

JCAT Swim

Purpose

The JCAT Grievance Procedure provides swimmers, parents/legal guardians, coaches, staff, and other JCAT participants a system to address and report grievances in a productive and systematic way. This procedure is based on the USA Swimming model for coach-owned clubs without a governing board.

This procedure applies to matters appropriate for club-level resolution. It does not replace mandatory reporting requirements or the jurisdiction of the U.S. Center for SafeSport, USA Swimming, law enforcement, child-protection authorities, or other appropriate authorities.

Where to Report

U.S. Center for SafeSport

Matters within the jurisdiction of the U.S. Center for SafeSport, including applicable sexual misconduct, sexual harassment, sexually inappropriate or explicit communications, child abuse, or other matters assigned to the Center, should be reported directly through the Center's applicable reporting process.

USA Swimming Safe Sport

Physical or emotional misconduct, USA Swimming Code of Conduct violations, MAAPP violations, and other matters within USA Swimming's applicable Safe Sport jurisdiction should be reported through the appropriate USA Swimming reporting process.

Known or Suspected Child Abuse or Neglect

Known or suspected child abuse or neglect must be reported to the appropriate authorities as required by law. In an emergency or situation involving immediate danger, call 911.

JCAT Club-Level Matters

Peer-to-peer bullying, parent concerns, ordinary team-rule violations, JCAT Code of Conduct violations, and other matters appropriate for club-level resolution may be handled under the procedures below. A matter that initially appears to be club-level will be redirected if the facts indicate that an external reporting or jurisdictional process applies.

Whom to Notify - Chain of Command

Conduct of a Swimmer

Contact the swimmer's coach. A parent/legal guardian or swimmer who believes another swimmer's conduct is inappropriate or violates the JCAT Parent & Athlete Code of Conduct should raise the concern with the coach responsible for that swimmer. The concern may be made in person or in writing. The coach will notify the Head Coach when appropriate and participate in assessing the behavior.

Conduct of an Assistant or Age Group Coach

Contact the Head Coach. A parent/legal guardian or swimmer who believes an assistant or age-group coach has violated JCAT policies or procedures should notify the Head Coach in person or in writing. The Head Coach will determine the appropriate next step, including whether the matter must be referred outside JCAT.

Conduct of the Head Coach

Because JCAT is a coach-owned club without a governing board, a grievance concerning the Head Coach should not be submitted to the Head Coach for final determination. The complainant should submit the concern through the appropriate external channel when the allegation involves Safe Sport, USA Swimming rules, criminal conduct, child protection, or another matter outside JCAT's authority.

For an ordinary club-level concern involving the Head Coach that does not fall within an external authority's jurisdiction, JCAT will identify a neutral, uninvolved qualified person to review the grievance. That reviewer may be another coach, appropriate club professional, or other neutral person who has no material involvement in the dispute. The Head Coach will not serve as the final decision-maker on a grievance concerning the Head Coach.

Conduct of a Parent or Swim Official

Contact the Head Coach. A parent/legal guardian or swimmer who believes a JCAT parent or an official has engaged in inappropriate conduct or violated applicable JCAT policies should notify the Head Coach in person or in writing. Matters outside JCAT's authority will be referred to the appropriate organization or authority.

Except for matters that immediately affect athlete health or safety, grievances should be raised before or after a coaching session rather than during active water time.

How Club-Level Grievances Will Be Handled

For grievances properly within JCAT's authority, the Head Coach or other appropriate reviewer may impose corrective or disciplinary action for violations of JCAT codes, policies, team rules, or conduct that materially disrupts the safe and effective operation of the club. When the grievance concerns the Head Coach, the neutral reviewer described above will conduct the review and make or recommend the appropriate club-level determination.

Possible actions may include:

- Verbal or written warning
- Parent/athlete or participant conference
- Removal from a practice, meet, or team activity
- Conditions for continued participation
- Temporary suspension from club activities
- Dismissal or expulsion from JCAT Swim

JCAT may also take reasonable interim safety measures while a concern is being addressed. Nothing in this procedure prevents immediate referral to an appropriate external authority.

Gathering Information

The appropriate reviewer may contact the person who filed the grievance, the person against whom the grievance was filed, and relevant witnesses to obtain information about what occurred. Relevant information should be documented. JCAT will make reasonable efforts to conduct club-level reviews fairly and without unnecessary delay.

JCAT cannot promise absolute confidentiality. Information may be shared as reasonably necessary for safety, reporting, review, disciplinary, legal, or administrative purposes.

Assessing Conduct

For matters within JCAT's authority, conduct may be assessed using applicable JCAT policies, facility rules, the JCAT Parent & Athlete Code of Conduct, applicable USA Swimming requirements, Safe Sport policies, and applicable law.

In determining an appropriate club-level response, the reviewer may consider:

- Nature of the conduct
- Severity of the conduct
- Prior relevant disciplinary actions
- Effect of the conduct on athletes, participants, or club operations
- Applicable Code of Conduct and JCAT policy requirements
- Any relevant safety considerations

Good-Faith Reporting and Retaliation

JCAT prohibits retaliation against a person for making an appropriate good-faith report, raising a safety concern, or participating in a review or investigation. This protection does not prevent JCAT from addressing knowingly false statements or independent misconduct when supported by appropriate information.

Coaching Decisions

Ordinary coaching decisions - including practice groups, lane assignments, training sets, meet entries, relay selections, and athlete development decisions - are generally coaching matters and are not, by themselves, policy violations. Parents and athletes may respectfully ask questions about such decisions. A grievance procedure becomes appropriate when the concern alleges misconduct, a policy violation, unsafe conduct, or another matter beyond ordinary coaching judgment.

Related JCAT Policies

- JCAT Minor Athlete Abuse Prevention Policy (MAAPP) - 2026
- JCAT Locker Room, Changing Area & Bathroom Supervision Policy - 2026
- JCAT Parent & Athlete Code of Conduct - 2026
- JCAT Photography & Video Policy - 2026