Addendum to Orca Code of Conduct

proposed Nov 16, 2016

If a member of the organization is found to be in violation of the Code of Conduct, the procedure for addressing a complaint will be:

1. Where appropriate, the complainant should first address the person(s) with whom they have a complaint and make every reasonable effort to resolve the issue with clear and respectful communication.
2. If the complaint remains unresolved,
3. Matters pertaining to swimmers and coaches (who is not the Head Coach) or the synchronized swimming program should be brought to the Head Coach, who will facilitate a conversation between the swimmer, their parent and coach to help resolve the issue. The Head Coach may elect to have an impartial observer, preferably a board member, sit in on this meeting.
4. Matters pertaining to the Head Coach specifically, should be brought to a member of the board, or submitted in writing to the board. The board will appoint two impartial persons (at least one of whom is not on the board) to facilitate a meeting between the complainant and respondent.
5. Matters pertaining to board members should be submitted in writing to the Head Coach. The Head Coach will appoint two impartial persons (neither of whom is on the board) to facilitate a meeting between the complainant and board member.

In such meetings as defined in #2, the complaint should be clearly defined and recorded. The parties should come to an agreement about how to reconcile past grievances and move forward with a positive working relationship.

1. If the complaint remains unresolved, or if a member of the organization is found to be in continuous violation of the Club Code of Conduct, the board and up to two appointed impartial observers will meet to discuss how to proceed. As a last resort, the board may ask a member to leave the organization.
2. The persons eligible to be appointed impartial persons for the purpose of the above are parents of swimmers who are not on the same team as the child of the complainant, and who agree to participate in the resolution process as outlined.