



SWPC (Aquatics) – Formal Grievance Policy

1 Purpose

Provide a clear, fair, and legally-defensible procedure for resolving complaints involving players, parents, coaches, volunteers, or staff of **Stanford Aquatics Club (“the Club”)**.

2 Scope

Applies to all Club activities, events, and communications, whether on-site, off-site, or virtual, and covers alleged violations of Club rules, Codes of Conduct, SafeSport policies, or applicable laws.

3 Definitions

- **Grievance:** Any written allegation of misconduct, rule violation, or unfair treatment.
- **Complainant:** The individual submitting the grievance.
- **Respondent:** The individual(s) or entity against whom the grievance is filed.

4 Non-Retaliation

Retaliation of any kind against a Complainant or witness is strictly prohibited and constitutes a separate policy violation subject to discipline.

5 Reporting Procedure

1. Initial Submission

- Send a concise written complaint to **Emily Stiling, Club Director & CEO** at estiling@stanfordwpc.com.

- Include: (a) full name and contact info; (b) date(s), time(s), and location(s) of incident(s); (c) detailed description; (d) names of witnesses; (e) desired resolution.
2. **Deadline**
 - Must be filed within **30 calendar days** of the alleged incident unless good cause is shown for delay.

6 Acknowledgment & Administrative Review (Day 0 – Day 3)

- Written acknowledgment sent to Complainant within **72 hours**.
- Complaint screened for jurisdiction and completeness. If incomplete, Complainant has **5 days** to cure deficiencies.

7 Conflict-of-Interest Safeguards

- The Board of Directors (**Emily Stiling, Bob Greene, Will Grant**) sits as the **Grievance Panel**.
- Any Panel member named in, or materially connected to, the grievance must recuse.
 - The remaining Panelists may appoint an independent substitute (e.g., outside coach, attorney, or SafeSport representative) to maintain a **minimum of two impartial adjudicators**.

8 Investigation (Day 4 – Day 18)

- The Panel (or appointed investigator) gathers statements, documents, and other evidence.
- Interviews are documented in writing.
- Parties may submit additional evidence until the close of investigation.

9 Hearing & Determination (Day 19 – Day 25)

1. **Hearing Format**
 - Conducted in person or via secure video conference.
 - Complainant and Respondent may each make a brief opening statement (max 10 min), present evidence, and question opposing evidence through the Panel.
2. **Standard of Proof**
 - “Preponderance of the evidence” (more likely than not).
3. **Decision & Sanctions**
 - Written decision issued within **72 hours** after hearing.

- Possible outcomes: no violation, warning, training requirement, probation, suspension, expulsion, or other remedial action.

10 Appeal (Within 7 days of Decision)

- Appeals submitted in writing to the Club President (if different from Panel) or, if unavailable, to a neutral mediator agreed upon by both parties.
- Grounds: (a) procedural error; (b) new evidence; (c) sanction disproportionate.
- Appeal decision rendered within **14 days**; outcome is final.

11 Record-Keeping

- All grievance materials retained securely for **7 years** in compliance with data-privacy laws.

12 Confidentiality

- Information shared only with those who need to know to resolve the matter or as required by law.

13 External Obligations

- The Club will promptly report matters involving suspected child abuse, sexual misconduct, or criminal behavior to law enforcement and/or USA Water Polo SafeSport as required.

14 Policy Review

- Reviewed annually by the Board; amendments require majority vote and 14-day public notice.

This procedure supersedes all previous grievance processes and remains in force until amended or revoked by the Board of Directors.