



Sault Ste Marie Aquatic Club Excellence in Swimming

4-260 Elizabeth St., Sault Ste Marie Ontario, P6A 6J3 (705) 941-9880
Email: ssmac@bellnet.ca Web: www.ssmac.com

Issue Resolution Procedure Form (for use by the liaison committee)

The intent of the SSMAC Issue Resolution Procedure is to resolve effectively concerns raised by any member, swimmer or coach in a reasonable and serious manner. If you are unable to resolve an issue informally, please seek the appropriate route for addressing your concern as indicated below. It is important that all parties involved feel that their voice is heard and that there is a fair process for determining fair outcome to the issue.

Swimmers can:

- ? Talk to the coach about the problem or concern.
- ? Talk to the Head Coach if the matter is not resolved.
- ? Talk to the Chaperone (if at an away meet).
- ? Go straight to any Liaison Committee member (listed in the Handbook).

Parents can:

- ? Talk to their swimmer's coach if they have a problem or concern.
- ? Talk to the Head Coach if the matter is not resolved.
- ? Talk to the Chaperone if at an away meet.
- ? Go straight to any Liaison Committee member (listed in the Handbook).
(Please do not approach another swimmer on behalf of your child.)

Coaches can:

- ? Talk to the Head Coach.
- ? Go straight to the Liaison Committee (Coach Representative if possible, listed in the Handbook).

You will be asked to record your concerns on the Issue Documentation Form, and discuss the issue with the committee member you approached. Liaison Committee members will assist you through the rest of the process, and your privacy will be respected.

The Liaison Committee will make every effort to meet privately within 7 – 10 days, and forward the particulars to the Executive Committee shortly after, probably with comments or recommendations.

The Executive Committee will tell the party(ies) a.s.a.p. when a meeting (in private) to discuss the problem is scheduled, and will make every effort to hold it within a week of receiving the information from the Liaison Committee. You will be informed about the decision shortly afterwards.

Please be patient and allow the process time to work.



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ISSUE DOCUMENTATION FORM (For use of the Liaison Committee)

Name the party/parties involved in this issue:

State the issue in a brief sentence:

List what steps you have taken to resolve the issue:

What do you think would resolve this issue? (be realistic):

Date:

Name:

Signature

Liaison Committee member:

Date received: