Athletes Name (Printed): _____

Parent/Guardian Name (Printed): _____

Date: _____

Complaint Contract:

1. If a swimmer **or** parent has a complaint, they will come see the coach first.

2. The swimmer will talk with the coach before involving anyone else.

3. If the swimmer and coach cannot resolve the issue, the parent will be brought in.

4. If the swimmer, parent, and coach cannot resolve the issue, a meeting will be set with the athletic director.

5. If the issue is still not resolved, the assistant principal in charge of athletics and/or the principal will be made aware of the situation.

6. If and only if Horizon administration cannot fix the problem, will the district athletic director be made aware of the problem and be allowed to resolve the issue.

Again, how as coaches are we able to fix problems when they are never brought up, or brought up after the season is completed. We want to make the best experience for every swimmer. At times, we make decisions that are best for the team and not necessarily your swimmer. Just like in any job, we would like the courtesy to fix a situation, before the higher ups are brought in. We would offer the same courtesy in any other situation or career.

Please understand that this not meant to hide problems, but rather to open the lines of communication. In addition to signing this contract before we start the season, understand that before you finish the season, you will be required to fill out the form below. Again, it allows for feedback to improve the program. Thanks for your time.

Signature:

Swimmer: _____

Parent/Guardian(s): _____

This will need to be turned in at the end of the swim season to Coach Kramer:

Best thing(s) about this year:

Best Memory about this year:

Something you did not enjoy or would like to see done differently:

Something that you would like to see changed or adapted:

Something that you would like to see added:

Final comments (Anything else you would like to add):

Thank you for this year! I truly appreciate your support!

Parent/Guardian Name (Printed): _____

Swimmer Name: _____