
Comox Valley Aquatic Club - SHARKS

P.O. Box 3542, Courtenay, V9N 6Z8 BC ✈ E-Mail: cvsharksheadcoach@gmail.com ✈ www.sharks.bc.ca



Complaints

The following procedures regarding questions, concerns or complaints must be followed by families who are members of the Comox Valley Aquatic Club.

Training

Concerns regarding practice, stroke instruction, meets, team rules or any other part of the training program should be discussed with the following individuals, in order, until the situation is resolved:

- a) The swimmer's coach
- b) The head coach, in writing
- c) The President of the Board of Directors, in writing
- d) The Board of Directors at a board meeting

Non-training / Club Operations

Concerns regarding any other area of the team should be discussed with the following individuals, in order, until the situation is resolved:

- a) The board member responsible for the area in question, in writing
- b) The President of the Board of Directors, in writing
- c) The Board of Directors at a board meeting

Parent and/or Swimmer

Concerns regarding other parents or swimmers should be discussed with the following individuals, in order, until the situation is resolved.

- a) The swimmer's coach
- b) The head coach, in writing
- c) The President of the Board of Directors, in writing
- d) The Board of Directors at a board meeting