



Red Deer Catalina Swim Club: Pathways of Communication

Effective communication is the cornerstone of successful organizations. Often there can be issues that arise regarding the swimming program or administration over the course of the season, and we would like to make sure that everyone understands just how to address these.

If you have questions or concerns, please use this Pathway. The vast majority can be addressed with the first step on the Pathway. Should your question/concern not be addressed to your satisfaction, please contact the next listed contact.

Swimming “Program” issues

	FROM COACH TO SWIMMER/PARENT	FROM PARENT TO COACH
Step 1	<p>Coach will talk directly to swimmer(s).</p> <p>OR</p> <p>Coach will talk directly to the parent, or the swimmer and parent together when appropriate.</p>	<p>Parent will talk directly to the coach of their child, or the coach working with the athletes on that given day.</p>
STEP 2	<p>Coach will talk directly to the swimmer and parent along with the Head Coach of RDCSC.</p>	<p>Parent will talk directly to the Head Coach of RDCSC.</p>
STEP 3	<p>Coach will talk directly to the swimmer and parent along with the Head Coach and a Member of the RDCSC Board of Directors.</p>	<p>Parent can lodge a formal complaint to the RDCSC Board. This should be in writing with details as per the <i>RDCSC Discipline, Complaints and Appeal Policy</i>.</p> <p>Anonymous complaints may be accepted at the sole discretion of the board.</p>

Swimming “Administrative” Issues

	FROM RDCSC ADMINISTRATOR TO PARENT	FROM PARENT TO RDCSC ADMINISTRATOR
Step 1	Administrator will email or call parents at email address or phone numbers provided to the RDCSC	Parent will email or call the club Administrator during office hours. Where appropriate the administrator will direct the parent to the appropriate committee lead / coordinator
STEP 2	Administrator will contact the RDCSC President to communicate with parent.	Parent will contact the RDCSC President
STEP 3	RDCSC President will communicate with the board and head coach and a formal letter will be sent to the parent when appropriate.	Parent can lodge a formal complaint to the RDCSC Board. This should be in writing with details as per the <i>RDCSC Discipline, Complaints and Appeal Policy</i> . Anonymous complaints may be accepted at the sole discretion of the board.