

## Escalation process for questions, complaints or concerns

We value your feedback and thoughts and we will do what's best for our athletes, parents, coaches and Royal. We ask that if you have any concerns, complaints or would like to escalate any issues, you would kindly follow our process or contact us directly to discuss. Outlined below is our escalation process regarding questions, complaints, reporting misconduct of members and other general issues that you may have.

In accordance with the [USAG guidance](#) as outlined on their website, we agree with their approach when handling questions, complaints or concerns, specifically the first step as outlined below:

**"The first step in any alleged member misconduct incident is to work with the parties involved to determine and document the facts. This includes addressing your concerns directly with the member in question, be it a fellow coach, your athlete's coach, an employee or gym owner. We strongly encourage you to clearly state the allegation at hand, and determine fact from fiction. A complaint should be formally lodged with the member, and, if appropriate, the member's employer."**

### Escalation process for questions, complaints or concerns

Topic	Escalation level	Who to contact
Misconduct and Prohibited Conduct as defined in <a href="#">USAG and SafeSport policies</a>	1	Owners (if sexual misconduct is reported, we are mandated to report to US SafeSport and law enforcement) and/or US Center for SafeSport and USAG
	2	USAG/ SafeSport
Athlete training and/or progress, coaching questions and/or concerns, competition level	1	Your child's coach
	2	Head coach
	3	Owners/front desk
	4	USAG if you are a USAG member
Billing (including meet, membership, tuition and uniform fees), dropping your child from enrollment	1	Front desk
Absences, injuries, illness during practice	1	Your child's coach
	2	Front desk
Questions on competition meet schedule, not attending a meet due to illness or injury, meet scores, training, etc	1	Your child's coach
	2	Head coach
	3	Owners/front desk
General questions or concerns	1	Your child's coach
	2	Head coach
	3	Owners/front desk