



Hamilton Aquatic Club

The Board of Directors, for the Hamilton Aquatic Club, is committed to working hard to ensure each swim season is a positive and rewarding experience for all. If you have any comments, suggestions or questions please feel free to contact one of us and we will try to assist you. However, if you have a concern regarding programming (swim program) please follow the club's communication policy, which is:

1. Speak with your child's coach. Please make sure you set up a meeting with your child's coach that is separate from practice time to discuss the concern/issue. We hope that the issue or concern will end here and you will be satisfied at this level.
2. Speak with the Head Coach, Sean Baker, and try to have the issue/concern resolved. Please make sure you set up a meeting with Sean to discuss your issue/concern. We hope that the issue/concern is resolved at this stage.
3. Speak with the General Manager who will try to help you resolve the issue/concern. If he/she feels it is necessary, he/she will bring the issue/concern to the board.

This communication policy is an official board policy and we ask that each member, in good standing, follow this policy so that any issues or concerns are handled in a professional manner and we avoid misunderstandings or animosity.