



Complaint and Dispute Resolution Policy

To ensure a respectful and safe volleyball environment by providing a transparent, fair, and timely process for resolving complaints and disputes involving all club stakeholders (players, parents, coaches, officials, volunteers).

1. Informal Resolution:

Whenever possible, concerns should be addressed directly and respectfully between the involved parties (parent, player, coach) at the earliest opportunity.

If the concern cannot be resolved informally, escalate it through the formal process below.

1. Formal Written Complaint:

Submit complaints in writing (or email), outlining relevant details, to the Club President or Vice-President within one week of the incident.

For issues concerning safety, conduct, or policy violations, complaints may be directed to an Independent Third Party (ITP Sport) engaged by Volleyball BC for impartiality and confidentiality.

1. Investigation:

The club leadership (or Independent Third Party) will acknowledge receipt and investigate by gathering statements from involved parties and witnesses.

Allegations of criminal activity will be referred immediately to authorities or Volleyball BC.

All parties will be allowed to provide information relevant to the case.

1. Resolution & Outcomes:

The investigator or appointed panel will determine actions, which may include verbal/written reprimands, apologies, loss of privileges, suspension, or other sanctions as needed.

If not resolved internally, alternate dispute resolution (mediation) and, if necessary, a formal panel hearing may be employed.

Major or unresolved disputes may be escalated to the Sport Dispute Resolution Centre of Canada (SDRCC).

1. Appeals:

Any party dissatisfied with the outcome may appeal following the methods and timelines outlined in the club policy and Volleyball BC's Appeal Policy.

1. Confidentiality and Impartiality:

All complaints and outcomes are handled confidentially, protecting rights and privacy of all involved parties.

Independent third parties may be engaged for serious or sensitive matters.

1. Policy Communication:

This policy will be published on the club website and provided to all members during registration, aligned with Volleyball BC requirements for transparency.