



DUCKS

VOLLEYBALL CLUB

Concerns, Complaints & Dispute Resolution Policy

Purpose

Ducks Volleyball Club is committed to providing athletes, coaches, parents/guardians, volunteers and staff with a positive, respectful and safe volleyball environment.

Clear communication and established expectations help prevent misunderstandings and allow concerns to be addressed fairly and effectively when they arise.

Whenever appropriate, Ducks encourages concerns to be resolved at the team level through respectful communication and problem-solving. More serious concerns, including potential Code of Conduct or Safe Sport violations, may require a different process.

Ducks will handle concerns and complaints with **fairness, impartiality and appropriate confidentiality**.

1. Who to Contact

For most team-related concerns, communication should begin between the **athlete and coach**.

If the concern cannot be resolved at the team level, or if a family is uncomfortable approaching the coach because of the nature of the concern, please contact:

Ducks Volleyball Club

Email: info@ducksvolleyball.ca

The concern will be forwarded to the Ducks Parent Liaison or another appropriate Club representative.

2. Team Concerns

Ducks believes that appropriate communication between athletes, parents and coaches is essential to a successful team environment.

Whenever appropriate, athletes should participate in discussions concerning their own volleyball experience.

Team concerns should normally proceed in the following order:

First Communication | Athlete and Coach



The athlete should speak directly with the coach about the concern.

Second Communication | Athlete, Parent/Guardian and Coach

If the concern remains unresolved, a parent or guardian may request a meeting with the coach. In most cases, the athlete should also attend.

Third Communication | Ducks Parent Liaison

If the concern remains unresolved after speaking with the coach, the matter may be submitted to **info@ducksvolleyball.ca** for referral to the Ducks Parent Liaison or another appropriate Club representative.

In circumstances where an athlete or family does not feel comfortable approaching the coach directly, they may contact Ducks without completing the first two steps.

3. 48-Hour Communication Rule

Athletes and parents/guardians must normally wait at least **48 hours following a game, tournament or incident** before approaching a coach regarding playing time, athlete roles, coaching decisions or other non-urgent team concerns.

Meetings must be arranged outside of regular practices, matches and tournament competition.

Parents/guardians and athletes must not approach a coach during competition or at a tournament site to discuss playing time, coaching decisions or other disputes.

The 48-hour rule does not apply to concerns involving athlete safety, suspected misconduct, abuse, maltreatment, harassment or another matter requiring immediate attention.

4. Submitting a Complaint

If a concern cannot be resolved through the steps above, a complaint may be submitted to **info@ducksvolleyball.ca**.

Please provide enough information for the Club to understand and appropriately review the concern, including where applicable:

- the specific concern or incident;
- the date, time and location;
- the individuals involved;
- relevant supporting information; and



- any steps already taken to try to resolve the concern.

Ducks may request additional information where necessary.

Concerns should be specific and factual. General complaints about a team, athlete, coach or program without sufficient information may not be capable of further review.

5. How Ducks Will Address a Complaint

Depending on the nature and seriousness of the concern, the Ducks Parent Liaison or another appropriate Club representative may:

- speak separately with the individuals involved;
- facilitate communication between the parties;
- arrange a meeting;
- assist the parties in reaching a resolution;
- refer the matter to the Ducks Executive or another impartial decision-maker;
- refer the matter to Volleyball BC or another appropriate authority; or
- determine that another complaint, discipline or Safe Sport process is required.

Whenever appropriate, Ducks supports the use of discussion, negotiation, facilitation or mediation to resolve disputes.

If mediation or another negotiated resolution is used, the individual facilitating the process should be reasonably impartial and should not have a significant conflict of interest or personal stake in the outcome.

A mutually agreed resolution that is accepted by the parties and approved by Ducks Volleyball Club will be considered final and binding with respect to the matter resolved.

6. Fair Process

Where a complaint could result in discipline or another decision that significantly affects an individual, Ducks will use a fair and impartial process.

The person who is the subject of the complaint will be informed of the substance of the concern or allegations and given a reasonable opportunity to respond before a decision is made.

Where appropriate, the matter will be reviewed or decided by an individual who does not have a significant conflict of interest or personal stake in the outcome.

The exact process may vary depending on the nature, seriousness and complexity of the complaint.

Safe Sport & Serious Concerns

7. Abuse, Maltreatment, Harassment and Other Serious Conduct

Concerns involving possible **abuse, maltreatment, harassment, discrimination, serious misconduct or athlete safety** are not required to follow the normal team-level resolution process.

Individuals reporting these concerns:

**do not need to wait 48 hours; and
do not need to approach the coach before making a report.**

Where a complaint falls within Volleyball BC's independent reporting jurisdiction, including allegations that meet Volleyball BC's definitions of abuse or maltreatment, the matter will be referred to the **independent reporting process designated by Volleyball BC**.

Ducks Volleyball Club may assist an individual in identifying the appropriate reporting pathway but will not conduct its own investigation where the matter is required to be handled independently by Volleyball BC or another governing authority.

Where necessary to protect participants while a serious matter is being reviewed, Ducks may implement reasonable temporary or interim measures. These measures are precautionary and do not represent a finding that misconduct occurred.

Allegations involving suspected criminal conduct, child protection concerns or an immediate threat to safety may be reported to police, child protection authorities or another appropriate agency.

8. Decisions & Discipline

Where Ducks has jurisdiction over a complaint and determines that Club rules, policies, expectations or Codes of Conduct have been violated, appropriate disciplinary or corrective action may be taken.

Depending on the nature and seriousness of the conduct, this may include:

- verbal or written warning;
- behavioural expectations or conditions;
- removal of inappropriate material or communications;
- restriction from certain Club activities;
- suspension;
- removal from a team, program or Club activity; or
- dismissal from Ducks Volleyball Club.



Any consequence will be determined based on the circumstances and seriousness of the matter.

9. Volleyball BC Referrals, Sanctions & Reporting

Ducks Volleyball Club is a Volleyball BC-sanctioned club and will participate in dispute resolution processes required by Volleyball BC where applicable.

Ducks will uphold disciplinary sanctions imposed by Volleyball BC, Volleyball Canada or an applicable independent authority when required.

Where Ducks imposes a disciplinary sanction against an individual registered with Volleyball BC, the Club will notify Volleyball BC as required by Volleyball BC's Club Governance and Operating Requirements.

Certain complaints or disciplinary matters may also be referred to or handled in consultation with Volleyball BC.

10. Review of Decisions

A disagreement with a decision does not, on its own, require Ducks Volleyball Club to reconsider or rehear a matter.

Where a decision is subject to an appeal or review process under an applicable Ducks Volleyball Club or Volleyball BC policy, that process and its applicable grounds and timelines will apply.

A resolution voluntarily reached and agreed upon by the parties through mediation or another negotiated dispute-resolution process is final and binding and is not subject to appeal.

11. Privacy & Confidentiality

Ducks Volleyball Club will make reasonable efforts to protect the privacy of everyone involved in a concern or complaint.

Information may be shared with individuals who reasonably require it to:

- review or resolve the concern;
- provide the person who is the subject of a complaint with a fair opportunity to respond;
- protect the safety of participants;
- comply with Ducks Volleyball Club or Volleyball BC policies; or
- meet legal, regulatory or reporting obligations.



Individuals involved in a complaint or dispute-resolution process are expected to respect the privacy of the other individuals involved.

Ducks Volleyball Club

Complaint & Concern Contact: info@ducksvolleyball.ca

Forever Fearless. Forever Family. Forever A Duck.