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Coastal Wave Volleyball Club - Complaint and Dispute Resolution Policy

Purpose and Scope

The Coastal Wave Volleyball Club (CWVC) Board of Directors recognizes that disagreements are a normal by-product of participation in any organization, including minor sports. CWVC has a responsibility to all individuals in the program (players, parents, coaches, board members) to ensure that matters of concern are investigated and discharged in a fair, timely, and appropriate way. We commit to providing an opportunity to allow all parties to find a fair resolution through a transparent process.

This policy applies when a CWVC stakeholder perceives that a violation of any of the codes of conduct of Coastal Wave Volleyball Club or Volleyball BC has been committed.

Outlined below are the required steps parents, players, coaches and all other CWVC volunteers will undertake to deal with conflicts that arise. It is imperative that all steps are followed in proper order.

Possible Consequences

Should it be determined that a transgression has occurred, all parties should be aware that the resolution to a problem may include serious consequences that may affect:

- a player's opportunity to play for CWVC,
- a parent's ability to participate in CWVC events or volunteer in other capacities with the club,
- a coach's ability to participate in a leadership role in CWVC,
- a community member's eligibility to continue to sit on the CWVC Board of Directors.

All stakeholders should be aware that allegations of a serious or criminal nature will be reported immediately to the police or relevant agency and will not be investigated by CWVC.

Volleyball BC Resources

Please review Volleyball BC's Safe Sport Series handouts for more information on Appropriate & Inappropriate Behaviours, Code of Conduct & Ethics, and Reporting Maltreatment.

Please review Volleyball BC Safe Sport Handbook for players, coaches, referees and caregivers to learn more about VBC's Code of Conduct & Ethics, Appropriate and Inappropriate Behaviours, Open & Observable Environments, and Reporting Maltreatment.

Important Notes

Note: Strict confidentiality, impartiality, fairness and due process must be observed at all times.

If the violation is a major breach of the code of conduct (e.g., abuse, harassment, etc.), please go directly to Step 2.

Step 1: Address any concerns by dealing directly with the person involved.

1. Wait 24 hours after the event or conflict.
2. Write out the facts of the conflict or concern on paper.
3. The complainant will contact the other party and ask to meet outside of normal practice/game times, as soon as possible after the event/concern. The parties should meet within 48 hours of the request being made to discuss the issue. If this involves a coach, a good time would be after a practice or on an off-day. The respondent may choose to bring a secondary representative with them.
4. The individual(s) requesting a meeting should bring their written, specific concerns to this meeting, not simply complain about general issues related to the team.
5. If the issue is resolved at the meeting there is no need for further action by CWVC; however, both parties should document that an issue was raised and resolved. Forwarding this information to the CWVC Discipline Chair is highly recommended to keep the club apprised of the issue should it rise again. Contact: Concerns@coastalwavevc.com

All of Step 1 should take place not before 24 hours but within 3 days of the event/conflict.

If Step 1 does not resolve the issue, the complainant may proceed to Step 2 within 24 hours after both parties have met. Be prepared to provide a written account of the attempts made to find a resolution.

Step 2: Involve the CWVC Discipline Chair

If the parties cannot agree on a resolution in Step 1, or it involves a major violation of the code of conduct:

Fill out the Coastal Wave Volleyball Club Complaint Form.

If the complaint potentially involves a violation of the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS), the matter will be immediately forwarded to ITP Sport, Volleyball BC's independent third-party for investigations. 1-866-921-6714 or www.integritycounts.ca

The complainant will also be encouraged to report the alleged infraction to ITP Sport. This helps establish direct communication between the affected party and the complainant's Case Manager. Please review ITP's Step-By-Step Guide to Filing a Complaint.

ITP provides the opportunity to speak to someone confidentially and, if it's deemed appropriate, they will also conduct an investigation into the allegations.

Step 2 should be completed by the complainant within 14 days of the event/concern.

After submitting a Step 2 complaint to CWVC, what happens next?

If the complaint is within the jurisdiction of the Club to arbitrate and meets criteria to proceed, then the CWVC Discipline Chair or Discipline Committee designate will conduct the investigation.

The CWVC Discipline Chair or Discipline Committee designate will gather information as necessary to ensure they have a clear understanding of the facts. If a dispute of the facts emerges in the course of investigating a sanctionable infraction, statements from witnesses and other relevant evidence will be obtained.

If the parties reach agreement on a resolution or a disciplinary decision is made by the CWVC Discipline Committee, there is no need for further action.

A report documenting the complaint, summarizing the investigation process, and the outcome including any penalties assessed will be prepared and filed. This report should include any recommendations to the Board of Directors for future actions.

When the Discipline Committee determines a breach of conduct has occurred, the decision will align with one of two pathways depending on the severity of the infraction:

An administrative record documents matters resolved through clarification, education and guidance. These are maintained for administrative continuity, accountability, and reference in addressing future concerns. They do not constitute formal disciplinary action or form part of an individual's disciplinary record. This could include:

- Educational reminder or informal guidance
- Letter of expectation
- Educational warning

A disciplinary record documents formal findings of policy or code violations and the disciplinary action imposed by the Committee. This could include:

- Formal written warning
- Formal reprimand
- Educational sanction
- Suspension
- Removal of privileges or participation restrictions

Jurisdiction of the Discipline Committee

Complaints falling under the jurisdiction of the Coastal Wave Volleyball Club Discipline Committee to render decisions on:

1. Minor Infractions

- Disrespectful, abusive, racist, or sexist comments or behaviour
- Disrespectful conduct
- Minor incidents of violence (e.g., tripping, pushing, elbowing)
- Non-compliance with CWVC bylaws, policies, procedures, rules, or regulations
- Minor violations of the Code of Conduct

2. Major Infractions

- Repeated minor incidents
- Any use/possession of alcohol/cannabis/illicit drugs by minors at CWVC-initiated events

Independent Third-Party Complaint Management through ITP Sport

When a complaint is submitted to ITP Sport, they will determine if the severity of the infraction breaches the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS).

- If the complaint meets criteria for ITP to conduct an investigation, they will handle it. Please refer to ITP's Safe Sport Complaint Management Flowchart to better understand this process.
- ITP will assign a Case Manager to a complaint. Understanding the role of the Case Manager in this process is important.
- Any complaints submitted to ITP that they determine are not related to the UCCMS (e.g., matters concerning abuse/maltreatment) are referred back to Volleyball BC to be dealt with in accordance with Volleyball BC's Discipline and Complaints Policy.

Complaints Outside Club Jurisdiction

Complaints falling outside of the jurisdiction of the Coastal Wave Volleyball Club Discipline Committee's jurisdiction to render decisions on and necessitate provincial and/or third-party investigation:

Major Infractions

1. Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
2. Any incident of hazing
3. Major incidents of physical contact (e.g., fighting, attacking, sucker punching)
4. Pranks, jokes, or other activities that endanger the safety of others
5. Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
6. Conduct that intentionally damages the image, credibility, or reputation of Coastal Wave Volleyball Club and/or Volleyball BC
7. Consistent disregard for, or major violations of, the bylaws, policies, rules, and regulations, including any Code of Conduct and Ethics

8. Intentionally damaging the property or improperly handling the organization's monies of Coastal Wave Volleyball Club
9. Abusive use of alcohol or cannabis, or use/possession of illicit drugs
10. Any use or possession of alcohol/cannabis/illicit drugs by minors at Volleyball BC events
11. Any possession or use of banned performance enhancing drugs or methods
12. A conviction for any Criminal Code offense