



## Mariners Volleyball Club Complaint Protocol

The Board of Directors and Club Coaches recognize that disagreements are a normal by-product of participation in any organization, including minor sports. MVC has a responsibility to all stakeholders 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 should be followed in any of the following instances:

- Any MVC stakeholder perceives that a violation of any of the codes of conduct of the MVC or Volleyball BC has been committed.
- Outlined below are the steps that Parents, Players and Coaches should use to deal with any conflicts that arise. It is imperative that all steps are followed in the proper order.
- Should it be determined that a transgression has occurred that necessitates a remedy, all parties should be aware that the resolution to a problem may include serious consequences. Serious issues may affect a player's opportunity to play for the MVC, a parent's ability to participate in MVC events, and a coach's ability to participate in a leadership role in the MVC.
- All stakeholders should be aware that all allegations of a serious or criminal nature will be reported immediately to the police or relevant agency and will not be investigated by the MVC.

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

**If the violation is a direct violation of the code of conduct (eg. Abuse, harassment etc.), please go directly to Step 2.**

**Step 1:** Coaches/Parents should 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 Coach/Parent shall 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 48hrs of the request being made to discuss the issue. A good time would be after a game/practice or on an off-day.
4. Parents or Coaches 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 the MVC, however the Parent(s)/Coach(es) should document that an issue was raised and resolved. The Coach should then notify their respective Mentor Coach of the resolution of the issue.



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This should all take place within 3 days of the event/conflict.

If Step 1 does not resolve the issue, then both parties must put their concerns in writing (or email) and forward these notes to the club administrator at [info@marinersvolleyballclub.ca](mailto:info@marinersvolleyballclub.ca) within 24 hours.

### **Step 2:** Involve Board of Directors

If the Parent and Coach cannot agree on a resolution in Step 1, or it is a direct violation against the code of conduct please fill out the Mariner Volleyball Club Complaints Form and email it directly to the club administrator at [info@marinersvolleyballclub.ca](mailto:info@marinersvolleyballclub.ca).

The Board President or Board designate will arrange to meet with the parties involved.

The Board President or Board designate will gather information as necessary to ensure they have a clear understanding of the facts. If there is a dispute over the facts, statements from witnesses and other relevant evidence will be obtained.

If the parties reach agreement on a resolution at this conference, 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 for future actions.

This should be completed within 14 days of the event/concern.