



Northern Summit Volleyball Club Dispute Resolution Policy

Purpose

The purpose of this policy is to provide a fair, transparent, and timely process for resolving disputes within Northern Summit Volleyball Club ("the Club"). The policy ensures that concerns are addressed respectfully, consistently, and in the best interests of the Club, its members, and the sport of volleyball.

Scope

This policy applies to all members, athletes, parents/guardians, coaches, team staff, officials, volunteers, and Board members of the Club. It covers disputes that arise in relation to Club activities, decisions, or conduct.

Definitions

- Dispute: Any disagreement, grievance, or complaint concerning decisions, actions, or behavior connected to the Club.
- Complainant: The individual(s) bringing forward the dispute.
- Respondent: The individual(s) whose actions or decisions are being disputed.
- Resolution Officer: The neutral person appointed by the Club to oversee the dispute resolution process.
- 24-Hour Rule: is a guideline that requires all members (athletes, parents/guardians, coaches, and volunteers) to wait a minimum of 24 hours after a game, practice, or incident before raising a complaint, concern, or dispute with a coach, official, or club representative.

Informal Resolution (First Step)

- Whenever possible, disputes should first be resolved informally through respectful discussion between the parties involved.
- In the event of a conflict between Athlete / Parent and coach individuals must observe the **24-hour rule**. In the case of a tournament situation the **24-hour rule** will commence at the conclusion of the tournament. Under no circumstance will an Athlete or Parent approach a Coach during a game or at a tournament site to present a conflict seeking resolution. Steps to resolve the conflict will be as follows:

Formal Written Complaint

- If the dispute is not resolved informally, the complainant may submit a written complaint to the Club's Parent Liaison within 7 days of the incident. This shall be sent to northernsummitvolleyball@gmail.com **Attention Parent Liaison**.
- The written complaint will be submitted using the Dispute/Complaint form on the club's website.

Investigation & Review

- Club's Parent Liaison (or other director), or a neutral panel appointed by the Board, will review the complaint and gather relevant information (interviews, documents, witness statements).
- Confidentiality will be maintained to the greatest extent possible.



Decision & Resolution

- A written decision will be provided within 21 days of receiving the complaint.
- Possible outcomes may include:
 - No further action
 - Mediation between parties
 - Corrective measures (apology, change in behavior or practice)
 - Disciplinary action (warning, suspension, removal from position)

Appeal Process

- Either party may appeal the decision to the Club's Board of Directors within 14 days of receiving the outcome.
- Appeals must be based on one or more of the following grounds:
 1. A procedural error occurred.
 2. New evidence has become available.
 3. The decision was unreasonable or unfair.
- The Board (or an appointed Appeals Panel) will review the appeal and provide a final written decision within 21 days.

Confidentiality & Non-Retaliation

- All matters under this policy will be handled with discretion.
- Retaliation against any individual who raises a dispute in good faith is strictly prohibited and may result in disciplinary action.

External Resolution

If a dispute cannot be resolved through the Club's process, or if it relates to serious matters such as abuse, harassment, or maltreatment, the matter may be referred to:

- Volleyball BC Discipline & Complaints Policy
- viaSport BC Independent Third Party (Safe Sport Office)
- Other external authorities, as appropriate

Review

This policy will be reviewed as needed or if required by changes to the BC Societies Act, Volleyball BC guidelines, or the Club's governance practices.