Primal Volleyball Club

Dispute Resolution, Complaints, & Appeals Policy

Primal Volleyball Club is committed to maintaining a positive, respectful, safe, and athlete-centered environment. This policy outlines how concerns, complaints, and appeals will be addressed fairly and consistently.

Scope

This policy applies to all participants involved with Primal Volleyball Club, including:

Athletes, Parents and Guardians, Coaches, Volunteers, Team Staff, Board Members, and Club Representatives.

Guiding Principles

All concerns and complaints will be handled with: Respect, Fairness, Confidentiality where appropriate, Athlete well-being as the priority, and Solution- focused communication.

Whenever possible, concerns should be resolved through respectful conversation before progressing to a formal complaint.

The 24-Hour Rule

Participants are expected to wait a minimum of 24 hours following a practice, game, tournament, or event before discussing concerns related to:

- Playing time
- Team roles
- Coaching decisions
- Competition results
- Team conflicts

This allows emotions to settle and promotes productive conversations.

Communication Pathway

Concerns should be addressed at the lowest appropriate level whenever possible:

1. Athlete → Coach
2. Parent/Guardian → Coach
3. Coach → Coaching Technical Manager
4. Coaching Technical Manager → President or Vice President
5. Board Review (if required)

Complaints

If a concern cannot be resolved through the normal communication pathway, a formal complaint may be submitted in writing to the President and Vice President during the club season.

The complaint should be submitted within a reasonable period of time following the occurrence(s) and should include:

- The individuals involved
- A summary of the concern
- Relevant dates and information
- Previous attempts to resolve the matter
- The desired outcome

For clarity, playing time is not considered a disputable issue and will not be accepted as grounds for a formal complaint.

Resolution Process

Upon receipt of a formal complaint, Primal Volleyball Club will review and investigate the matter. Information may be collected from all relevant parties and individuals involved.

The club will make reasonable efforts to begin the review process within one (1) week of receiving the complaint.

The complainant and any other involved parties may be contacted by email, phone, or in person, depending on the nature and complexity of the concern.

Any in-person meeting related to the complaint process must include a minimum of two (2) representatives from Primal Volleyball Club.

Where appropriate, the club may seek an informal or negotiated resolution. If a negotiated resolution is reached and approved by the club, any agreed-upon actions will be implemented according to the timelines established within the resolution.

Negotiated resolutions are considered final and binding on all parties and may not be appealed.

Corrective Action

Depending on the nature and severity of the matter, corrective action may include:

- Verbal warning
- Written warning
- Educational or corrective action
- Parent meeting
- Suspension from practices, games, tournaments, or team activities

- Removal from leadership positions
- Club probation
- Removal from the team
- Removal from the club

All decisions will be made on a case-by-case basis with consideration given to athlete safety, club culture, fairness, and the circumstances of the situation.

Safe Sport Concerns

Any concerns involving:

- Abuse
- Harassment
- Bullying
- Discrimination
- Sexual misconduct
- Athlete safety

may be immediately referred to Volleyball BC, Safe Sport authorities, law enforcement, or other appropriate agencies.

Appeals

Appeals may only be submitted if:

- The policy was not applied correctly;
- Procedural fairness was not followed; or
- A conflict of interest influenced the decision.
- Appeals must be submitted in writing within fourteen (14) days of receiving the decision.
- Appeals will not be accepted simply because an individual disagrees with a decision.
- Negotiated resolutions reached through the complaint process may not be appealed.

Final Authority

Primal Volleyball Club reserves the right to make final decisions regarding disputes, complaints, disciplinary matters, and appeals.

Participation with Primal Volleyball Club constitutes acknowledgement and acceptance of this policy.