

UNDERSTANDING THE WHISTLEBLOWER POLICY

What is this policy for?

Volleyball BC wants everyone involved with the organization to act honestly, ethically, and legally. If someone sees something wrong—like fraud, theft, safety violations, or other misconduct—they should feel safe to report it. This policy explains:

- What kinds of concerns should be reported
- How to report them
- How Volleyball BC will handle and investigate reports
- How reporters are protected from retaliation

Who this policy covers?

This policy applies to:

- Employees
- Contractors
- Volunteers
- Board and committee members
- Anyone else acting on behalf of Volleyball BC

What counts as a problem (an “Irregularity”)?

An “Irregularity” is anything illegal, dishonest, unsafe, or against Volleyball BC rules. Examples include:

- Not disclosing a conflict of interest
- Health and safety violations
- Not delivering services that were paid for
- Theft or misuse of money or property
- Faking or altering documents
- Improper use of Volleyball BC systems or data
- Manipulating accounting records
- Misusing confidential information
- Breaking laws or regulations
- Hiding or failing to report known problems
- Any behaviour that could seriously damage Volleyball BC’s reputation

Everyday feedback, complaints about service quality, or other issues should be reported using the usual Volleyball BC processes (e.g., HR policy, privacy policy, complaints policy).

Key points of the policy

- Volleyball BC encourages people to speak up.
- No one will be punished for reporting a concern in good faith.
- Reports can be made anonymously through [this form](#).
- Volleyball BC will keep information confidential as much as possible.
- All reports will be investigated fairly.
- Retaliation for reporting a concern (such as punishment or harassment) is not permitted.
- False or malicious accusations may lead to discipline.

How do I report a concern?

You can report concerns:

- By completing the [online form](#). This is recommended; it goes directly to the CEO.
- By phone, video call, or in person
- To any of the following people:
 - Head of Operations
 - Chief Executive Officer
 - Chair of the HR & Governance Committee – HRChair@volleyballbc.org

If a report is made verbally, the person receiving it will write down the details, confirm them with the reporter, and then forward the report to the Head of Operations.

If the concern is about the Head of Operations, it will be sent to the CEO.

If the concern is about the CEO, it will be sent to the Chair of the HR & Governance Committee.

What happens if I report a concern?

1. The report is reviewed

The Head of Operations (or the HR Committee Chair if the report is about the CEO) will:

- Check whether the concern falls under this policy
- Decide whether the issue might be frivolous or malicious
- Decide whether police or other authorities need to be contacted
- Decide whether mediation might help
- Form an Investigation Team when needed

2. An Investigation Team is set up

The team may include:

- The Head of Operations
- The CEO
- The HR & Governance Committee Chair
- Independent experts

Anyone involved in the concern will not be part of the team.

3. The investigation process is started

This may include:

- Interviews with the reporter
- Interviews with the person accused (the “Respondent”)
- Interviews with witnesses or others affected
- Reviewing documents or records
- Bringing in outside experts if necessary

The reporter will be contacted to confirm the report was received, to request more information if needed, and to remind them to keep details confidential.

4. Handling potential legal concerns

If the investigation suggests that a crime was committed, the Investigation Team and the leadership of the organization will decide to involve the authorities and how to protect evidence.

5. An Investigation Report is written

At the end of the process, the Investigation Team will write a confidential report summarizing:

- The allegations
- What was investigated

- Findings and conclusions

6. Actions are taken

If the investigation confirms that the concerns were true, Volleyball BC will take action to:

- Update or enforce policies
- Change roles or responsibilities
- Discipline, suspend, or dismiss individuals involved

How are records kept?

- The Investigation Team reports monthly to the Chair of the HR & Governance Committee until the case is closed.
- After the investigation ends, the reporter (if not anonymous) will be told the general outcome, unless doing this would violate someone else's privacy.
- Final investigation reports are kept confidential by the Head of Operations.
- Each year, the CEO provides the HR & Governance Committee with a summary of the number of reports and actions taken (without revealing identities).

Note: This document is designed to explain Volleyball BC's [Whistleblower Policy](#) and process. There may be details in the Policy that are not contained in this document. In the event of any difference between the two documents, the content of the Screening Policy takes priority.