

Filing a Complaint: Why Your Identity and the Details of Your Complaint Matter

A resource for participants in Volleyball BC programs and events

Why the ITP Needs to Know Who You Are

The Independent Third Party (ITP) administering complaints on behalf of Volleyball BC has an obligation to ensure fairness to both parties - the person raising the concern and the person it is raised against.

Providing your identity allows the ITP to:

- Contact you to clarify information, gather additional evidence, or keep you informed of progress and outcomes.
- Assess your standing and credibility. Decision-makers need to understand your relationship to the events described in order to properly evaluate the complaint.
- Uphold procedural fairness. The respondent has a right to know the general nature of who has raised a concern against them. Anonymous allegations make a fair process nearly impossible to conduct.
- Protect you. Identifying yourself allows the ITP to ensure your safety and to apply anti-retaliation provisions on your behalf. These protections cannot be extended to an anonymous complainant.
- Meet legal and insurance obligations. Sport governing bodies and insurers typically require complainant identity before a formal file can be opened.

Anonymous submissions can rarely proceed through a formal complaint process. They may, however, be reviewed as general information and used to inform risk-management decisions at the discretion of the ITP.

Exception - Duty to Report

Where information discloses a reasonable belief that a child or vulnerable person is at risk of harm, the ITP is legally required to report to the appropriate child protection authorities. This obligation exists regardless of whether the complainant has identified themselves. In these situations, the report is made by the ITP - your identity is not required for that duty to be triggered, and the mandatory report is distinct from the formal complaint process.

What Information Your Complaint Must Include

For a complaint to be accepted, it must contain enough detail to allow the ITP to understand what happened,

who was involved, and what outcome is being sought. Vague or unsubstantiated allegations cannot fairly proceed against any individual.

The following information is required:

- Your full name and contact information. This establishes your standing to make the complaint, enables the ITP to follow up with you, and activates anti-retaliation protections on your behalf.
- The full name of the respondent. The process cannot proceed against an unnamed or unidentified individual. The respondent must be notified of the complaint and given a meaningful opportunity to respond.
- Date(s), time(s), and location(s) of the conduct. This allows the ITP to verify events, identify potential witnesses, and assess whether the matter falls within their jurisdiction and applicable timelines.
- A detailed description of the conduct. Decision-makers must understand exactly what allegedly occurred. Describe specifically what was said or done, in what context, and the impact the conduct had on you or others. General statements that conduct was inappropriate or made you uncomfortable are not sufficient on their own.
- Names of any witnesses. Witness accounts can corroborate or clarify the events described. Even if witnesses are unwilling to participate in the process, identifying them assists the investigation.
- Supporting evidence. This may include text messages, emails, photographs, video recordings, screenshots, or any other documents that substantiate the allegation. Complaints that are entirely without supporting material are difficult to substantiate and may not be able to proceed.

Incomplete submissions will likely not be able to be accepted. Submitting a thorough complaint from the outset reduces delays and helps ensure your concern is addressed as efficiently as possible.

For questions about the complaint process, contact Volleyball BC or the ITP directly.