UNDERSTANDING VOLLEYBALL BC'S DISCIPLINE AND COMPLAINTS POLICY

Who does this policy apply to?

- This policy applies to all members and participants in Volleyball BC programs and activities.
- This includes employees, contractors, athletes, volleyball clubs, coaches, staff, referees, volunteers, managers, administrators, committee members, parents, guardians, spectators, and directors.

When does this policy apply?

- As a participant or member of Volleyball BC, you are expected to behave and follow the rules in Volleyball BC's policies such as the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS), Abuse Policy and Code of Conduct and Ethics.

- You can find all of our policies here. We also have this simple handout that outlines the behaviour that we expect under our Code of Conduct and Ethics. If you do not follow or respect Volleyball BC's policies or rules, you may face consequences under this policy.

- This policy covers all Volleyball BC activities such as competitions, practices, tryouts, training camps, clinics, travel, and meetings. Issues during a tournament or competition will be addressed by competition-specific procedures but there might be further action taken under this policy.

- This policy also applies to behavior outside Volleyball BC activities if it affects Volleyball BC's reputation or relationships.

How do I report a complaint to Volleyball BC?

- You can report any complaint directly to Volleyball BC by emailing reporting@volleyballbc.org. This email will be reviewed by the Chief Executive Officer and shared with the Discipline Chair.

- Some complaints relate to abuse and maltreatment. We have this simple handout to help you determine if this is case. If your complaint relates to abuse and maltreatment, Volleyball BC has an independent third-party called ITP Sport that will handle the complaint. You can report any incidents or suspected incidents of abuse and maltreatment directly to ITP Sport and they will provide you with advice and handle the complaint. Tel: 1-866-921-6714 or https://ptso.itpsport.ca/

- If Volleyball BC receives a complaint that we believe relates to abuse and maltreatment, we will refer the complaint directly to ITP Sport to handle.

What happens when Volleyball BC receives a complaint?

- When we receive a complaint, Volleyball BC staff review and collect information and then send it to our Discipline Chair to review. The Discipline Chair is a director of the Volleyball BC Board or a designated person responsible for overseeing complaints or disciplinary matters.

- The Discipline Chair will decide:
    - If the complaint has value.
    - If the complaint is within Volleyball BC's responsibility to handle.
    - If there are other ways to resolve the complaint through negotiation or mediation (also known as "alternative dispute resolution") rather than going through the complaint process

- If the complaint relates to abuse and maltreatment and should be handled by Abuse Free Sport Program

The Discipline Chair's decision on the above may not be challenged.

- If the Discipline Chair accepts the complaint, they will then determine which complaint process will be followed. This depends on whether the complaint involves a behaviour or action that is less serious ("Minor Infraction") or more serious ("Major Infraction"). The two processes are described below:

PROCESS 1 FOR MINOR INFRACTIONS	**PROCESS 2 FOR MAJOR INFRACTIONS**
Examples: disrespectful comments or conduct, minor or one-time incidents, minor policy violations Process: ○ Discipline Chair or designate will handle the process. ○ The person who the complaint has been made about will be notified and provided with the chance to respond. ○ Both parties may be asked to provide written or oral submissions about the complaint. ○ Both groups involved in the complaint may be brought together for the Discipline Chair to ask questions. ○ Discipline Chair or designate may carry out further investigations as needed. ○ Discipline Chair will make the decision about the complaint and will decide the consequence or sanction.	Examples: major incidents, repeated issues, activities that endanger safety, abusive use of alcohol, cannabis or banned drugs, criminal activities Process: ○ Case Manager will be appointed who is independent and will manage the process. ○ Case Manager will: ○ Decide if alternative dispute resolution should be used. ○ Appoint a Discipline Panel which is made up of 1 person or 3 people to hear the complaint. ○ Coordinate the complaint process and timelines. ○ Provide everyone involved with information about what information they need to provide, when, and where. ○ Decide the format of the complaint hearing. ○ Share the decision of the Discipline Panel with everyone involved.

What happens at a "complaint hearing"?

- A complaint hearing is when people / groups involved in the situation (the "parties") come together to present information to the Discipline Panel who are the person/people who are responsible for deciding on the outcome. This typically happens when there is major infraction but it can also happen in a simple format for minor infractions.

- A complaint hearing may be in-person, by telephone, or in virtual format. The Discipline Chair or Case Manager is responsible for deciding the format and this cannot be challenged or appealed.

- The parties will be told the day, time, and place of the hearing. If you are a party in a hearing, you can decide not to participate or attend but the hearing will still proceed.

- Copies of any written documents which the parties want considered will be provided to everyone before the hearing.

- The parties may bring a representative, advisor, or legal counsel at their own expense if they would like.

- The Discipline Panel can request that other individuals participate in the hearing. They can also decide what information is allowed for consideration and obtain independent advice if they like.

- Decisions will be made by a majority vote. For major infractions, decisions made by the Discipline Panel will be shared with everyone within 14 working days of the hearing.

What are sanctions?

- A "sanction" is a penalty or consequence given as part of the decision on a complaint. The type of sanction depends on whether the situation involves a Minor Infraction or Major Infraction.

- Examples of sanctions include:

MINOR INFRACTIONS	MAJOR INFRACTIONS
• Verbal or written warning • Verbal or written apology • Service or other contribution to Volleyball BC • Removal of certain privileges • Suspension from certain teams, events, and/or activities	• Any sanction listed under "Minor Infractions" • Payment of the cost of repairs for property damage • Suspension of funding from Volleyball BC • Suspension or expulsion from Volleyball BC • Individuals convicted of serious criminal offenses will be expelled from Volleyball BC.

- Any disciplinary sanctions will begin immediately. If an individual does not respect or follow a sanction, they will be automatically suspended from Volleyball BC until they do so.

Important Information

- Either party can appeal a final decision following Volleyball BC's *Appeal Policy*.

- Volleyball BC can suspend an individual during investigations or proceedings if the complaint is serious.

- The complaint process is confidential, involving only the directly involved parties. No one is allowed to share information with anyone not involved until a decision is made.

- Volleyball BC and Volleyball Canada share information with each other regarding discipline decisions. Either of these organisations can decide to take further action if they become aware of an issue that has been handled by the other.

- Any complaints involving minors under 19 years must have a parent/guardian or adult representative involved in the process. All communications will go through this representative. Minors do not have to attend hearings.

- Records of all decisions will be maintained by Volleyball BC in line with the *Privacy Policy*.

Note: *This document is designed to explain Volleyball BC's Discipline and Complaints 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 Discipline and Complaints Policy takes priority.*