



## Comox Valley Volleyball Club Complaint Protocol

The CVVC Board of Directors recognizes that disagreements are a normal by-product of participation in any organization, including minor sports. CVVC has a responsibility to all individuals in the program (players, parents, coaches, board members) to ensure that matters of concern are investigated and discharged in a fair, timely, and appropriate way. We commit to providing an opportunity to allow all parties to find a fair resolution through a transparent process.

**This policy applies when a CVVC stakeholder perceives that a violation of any of the codes of conduct of the Comox Valley Volleyball Club or Volleyball BC has been committed.**

- Outlined below are the required steps Parents, Players, Coaches and all other CVVC Volunteers will undertake to deal with conflicts that arise. It is imperative that all steps are followed in proper order.
- Should it be determined that a transgression has occurred, all parties should be aware that the resolution to a problem may include serious consequences. Serious issues may affect a player's opportunity to play for the CVVC, a parent's ability to participate in CVVC events, and a coach's ability to participate in a leadership role in the CVVC.
- All stakeholders should be aware that allegations of a serious or criminal nature will be reported immediately to the police or relevant agency and will not be investigated by the CVVC.
- Please review Volleyball BC's Safe Sport Series handouts for more information on [Appropriate & Inappropriate Behaviours](#), [Code of Conduct & Ethics](#), and [Reporting Maltreatment](#).

**Note:** *Strict confidentiality, impartiality, fairness and due process must be observed at all times.*

**If the violation is a major breach of the code of conduct (eg. Abuse, harassment, etc.), please go directly to Step 2.**

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### **Step 1: Address any concerns by dealing directly with the person involved.**

1. Wait 24 hours after the event or conflict.
2. Write out the facts of the conflict or concern on paper.
3. The complainant will contact the other party and ask to meet outside of normal practice/game times, as soon as possible after the event/concern. The parties should meet within 48hrs of the request being made to discuss the issue. If this involves a coach, a good time would be after a practice or on an off-day. The respondent may choose to bring a secondary representative with them.
4. The individual(s) requesting a meeting should bring their written, specific concerns to this meeting, not simply complain about general issues related to the team.
5. If the issue is resolved at the meeting there is no need for further action by the CVVC; however, both parties should document that an issue was raised and resolved. Forwarding this information to the CVVC Discipline Chair is highly recommended to keep the club apprised of the issue should it rise again.  
discipline@cvcstrikers.com

**All of Step 1 should take place not before 24 hours but within 3 days of the event/conflict.**

*If Step 1 does not resolve the issue, the complainant may proceed to Step 2 within 24 hours after both parties have met. Be prepared to provide a written account of the attempts made to find a resolution.*



## Comox Valley Volleyball Club Complaint Protocol

### Step 2: Involve CVVC Discipline Chair

If the parties cannot agree on a resolution in Step 1, or it involves a major violation of the code of conduct:

- Fill out the [Comox Valley Volleyball Club Complaint Form](#).
- If the complaint potentially involves a violation of the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS), the matter will be immediately forwarded to [ITP Sport](#), Volleyball BC's independent third-party for investigations. 1-866-921-6714 or [www.integritycounts.ca](http://www.integritycounts.ca)
  - The complainant will also be encouraged to report the alleged infraction to ITP Sport. This helps establish direct communication between the affected party and the Complaint's Case Manager. Please review [ITP's Step-By-Step Guide for Filing a Complaint](#).
  - ITP provides the opportunity to speak to someone confidentially and if it's deemed appropriate, they will also conduct an investigation into the allegations.
- If the complaint is within the jurisdiction of the Club to arbitrate and meets criteria to proceed, then the CVVC Discipline Chair or Discipline Committee designate will conduct the investigation.
- CVVC Discipline Chair or Discipline Committee designate will gather information as necessary to ensure they have a clear understanding of the facts. If there is a dispute over the facts, statements from witnesses and other relevant evidence will be obtained.
- If the parties reach agreement on a resolution or a disciplinary decision is made by the CVVC Discipline Committee, there is no need for further action.
- A report documenting the complaint, summarizing the investigation process, and the outcome including any penalties assessed will be prepared and filed. This report should include any recommendations for future actions.

**Step 2 should be submitted by the complainant within 14 days of the event/concern.**

**Complaints falling under the jurisdiction of the Comox Valley Volleyball Club Discipline Committee to render decisions on:**

1. **Minor Infractions** - the Complaint alleges the following incidents:
  - i. Disrespectful, abusive, racist, or sexist comments or behaviour
  - ii. Disrespectful conduct
  - iii. Minor incidents of violence (e.g., tripping, pushing, elbowing)
  - iv. Non-compliance with CVVC Volleyball Club's bylaws, policies, procedures, rules, or regulations
  - v. Minor violations of the *Code of Conduct*
2. **Major Infractions** - the Complaint alleges the following incidents:
  - i. Repeated minor incidents
  - ii. Any use/possession of alcohol/cannabis/illicit drugs by minors at CVVC initiated events



# Comox Valley Volleyball Club

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### Independent Third-Party Complaint Management through ITP Sport

When a complaint is submitted to [ITP Sport](#), they will determine if the severity of the infraction breaches the Universal Code of Conduct to Prevent and Address Maltreatment in Sports (UCCMS).

- If the complaint meets criteria for ITP to conduct an investigation, they will handle it. Please refer to ITP's [Safe Sport Complaint Management Flowchart](#) to better understand this process.
- ITP will assign a [Case Manger](#) to a complaint. Understanding the role of the [Case Manager](#) in this process is important.
- Any complaints submitted to ITP that they determine are not related to the UCCMC (e.g., matters concerning Abuse/Maltreatment) are referred back Volleyball BC to be dealt with in accordance with [VBC's Discipline and Complaints Policy](#).

### Complaints falling outside of the jurisdiction of the Comox Valley Volleyball Club Discipline Committee's jurisdiction to render decisions on and necessitate provincial and/or third-party investigation:

#### 1. Major Infractions - the Complaint alleges the following incidents:

- i. Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
- ii. Any incident of hazing
- iii. Major incidents of physical contact (e.g., fighting, attacking, sucker punching)
- iv. Pranks, jokes, or other activities that endanger the safety of others
- v. Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
- vi. Conduct that intentionally damages the image, credibility, or reputation of the Comox Valley Volleyball Club and/or Volleyball BC
- vii. Consistent disregard for, or major violations of, the bylaws, policies, rules, and regulations, including any *Code of Conduct and Ethics*
- viii. Intentionally damaging the property or improperly handling the organization's monies of the Comox Valley Volleyball Club
- ix. Abusive use of alcohol or cannabis, or use/possession of illicit drugs
- x. Any use or possession of alcohol/cannabis/illicit drugs by minors at VBC events
- xi. Any possession or use of banned performance enhancing drugs or methods
- xii. A conviction for any *Criminal Code* offense