



Concerns and Conflict Resolution Policy

As part of having a successful organization, Salt Spring Island Volleyball Club has put in place clear expectations for athletes, parents, and coaches to help things run to the best of our ability, and to make sure our athletes have an enjoyable experience. By clearly presenting out goals and expectations before the season we hope to avoid any conflict or misunderstanding between athletes, parents, and coaches.

Note: Strict confidentiality, impartiality, fairness and due process will be observed.

We believe that communication at the team level is essential for success, and that all parents' and coaches' concerns should be brought up within the team first. In most cases, it is important that the athlete attends the meeting to help clarify details provided by the coach and parent. Players and parents are required to initiate the discussion of a concern. If a face-to-face meeting is required, schedule a time before or after practice to talk. Typically, communication with the coach and/or club proceeds in the following order:

- First Communication: Player and Coach
- Second Communication: Player, Parent and Coach (if 1st communication unresolved)
- Third Communication: Forward to Director of Club

There is a mandatory 24 hours after an incident has occurred before approaching a coach or parent. It is important to set up a meeting time outside of regular practice or games.

Under no circumstances is it permissible for a parent or player to approach a coach during competition or at a tournament site to discuss playing time and/or concerns.

Parents or Coaches requesting a meeting should bring their written, specific concerns to this meeting, not simply complain about general issues related to the team.

If, after discussion with the coach or parent, concerns or questions still remain please contact ssivolleyballclub@gmail.com to investigate further. In **extenuating circumstances**, where a family does not feel comfortable approaching the coach of the team, please email the club at ssivolleyballclub@gmail.com.

If the concern is a violation of Volleyball BC's Code of Conduct, Safe Sport Conduct and/or SSIVC's Code of Conduct (ie. abuse, harassment), please contact the club directly at ssivolleyballclub@gmail.com immediately.

- Be sure to include detailed information about the event/incident including date, time and parties involved
- The SSIVC Board of Directors will become involved to investigate the situation
- The SSIVC Board reserves the right to determine appropriate sanctions for any violation of these guidelines (such sanctions may vary from removal of the objectionable material, suspension or dismissal)

Allegations of a serious or criminal nature will be reported immediately to the police or relevant agency and will not be investigated by Salt Spring Island Volleyball Club.