



# Leaside Volleyball Club

## Leaside Volleyball Complaints Policy and Procedure

Updated: August 1, 2023

This policy and procedure apply to complaints of Leaside Volleyball Club about activities, programs, services, teams, staff, players or volunteers.

### Guiding Principles

It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible while keeping our members safe. This policy ensures reviews of complaints are fair, impartial and respectful to all parties.

### Types of Complaint

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by Leaside Volleyball Club or its stakeholders. Examples include failure to fulfill agreements, policy violations, errors made by staff/volunteers, or discourteous actions/statements. Complaints do not include playing time, on-court coach decisions, athlete selection, or team assignments, which are non-negotiable and handled by the respective team's coach.

### Complaint Receipt and Handling

- 1) A complaint may be received verbally or in writing.
  - a) Any Individual may report a Complaint to Leaside Volleyball. However, if a Complaint concerns the application of the UCCMS (e.g., a matter involving a Prohibited Behaviour, including Abuse/Maltreatment), the complaint must be directed to OSIC. All processes required for the administration of the UCCMS will be addressed in accordance with the policies and procedures of OSIC and the DSO.
    - i) Should Leaside receive a Complaint involving a matter within the scope of the UCCMS, Leaside shall refer the Complaint to OSIC. OSIC shall determine the admissibility of such Complaints in accordance with the relevant and applicable OSIC Guidelines regarding the initial review and preliminary assessment, and, where the parties do not meet the definition of a Participant, the matter may only proceed pursuant to OSIC's procedures with the express consent of the parties involved.
  - b) Any Individual may contact the Canadian Sports Helpline for advice, guidance, and resources on how to proceed/intervene appropriately in the circumstances. 1-888-837-7678 – [info@abuse-freesport.ca](mailto:info@abuse-freesport.ca) – <http://abuse-free-sport.ca/en/>



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- c) Complaints can be but are not limited to:
  - i) Disrespectful comments or behaviour
  - ii) Disrespectful conduct.
  - iii) A single minor incident of physical contact (e.g. tripping, pushing, elbowing);
  - iv) Non-compliance with Volleyball Canada's and/or the OVA's by-laws, policies, procedures, rules, or regulations; or
  - v) Violations of the OVA Code of Conduct and Ethics
  - vi) Abusive, racist, or sexist comments, conduct or behaviour.
  - vii) Repeated instances of incidents for which disciplinary action was taken.
  - viii) Any incident of hazing
  - ix) Any conduct included in the definition of Prohibited Behaviour
  - x) Pranks, jokes, or other activities that endanger the safety of others,
  - xi) Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition,
  - xii) Conduct that intentionally damages the image, credibility, or reputation of Leaside Volleyball or its affiliates
  - xiii) ix. Intentionally damaging property
    - (1) Abusive use of alcohol or cannabis, any use or possession of alcohol or cannabis by minors, or use or possession of illicit drugs,
    - (2) Any possession or use of banned performance enhancing drugs or methods.
- 2) Whoever receives a complaint should report it to the Club Director and determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge needed to resolve the problem as long as there is no conflict of interest. It is the responsibility of the person who receives the complaint to either resolve it through this process or transfer it to the Club Director or Leaside Staff.
- 3) The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by themselves or the appointed person.
- 4) Information, details and evidence about the complaint may be collected from all parties involved.
  - a) An alternative solution or resolution may be reached if both parties agree. For example: an informal apology. If this is reached, it will be documented, and no further action is taken.
  - b) The person handling the complaint can determine whether the Complaint is frivolous and/or within the jurisdiction of this policy; if it is found as such, the complainant will be notified by the Club Director, and no further action is taken.
- 5) A resolution will be arrived upon by the person handling the complaint and shared with the club director for final approval.



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- 6) Sanctions for complaints can include but are not limited to:
  - a) Verbal or written reprimand.
  - b) Verbal or written apology.
  - c) Removal of certain privileges.
  - d) Suspension from specific teams, events, and/or activities.
  - e) Suspension from all the activities of Leaside Volleyball
  - f) Suspension from activities for a designated period.
  - g) Payment of the cost of repairs for property damage.
  - h) Suspension of funding and/or programs.
  - i) Expulsion from the Leaside Volleyball Club; or
  - j) Any other sanction considered appropriate for the offence.
- 7) Sanctions may be applied to an individual, a team, a family or a group of parties. Dependent on the nature of the complaint, family members/guardians/friends are representatives of their member athletes and, in turn members of our club as a collective. As such, in the sanctioning process, it may be decided that a sanction applies to more than the people involved directly in the event. Eg. the Behaviour of a parent resulting in sanctions that affect the athlete.
- 8) The club director will inform the parties of the decision, and the decision will be considered a matter of public record unless decided otherwise by the Leaside Volleyball Club

## Appeals

- 1) Any part may appeal a decision of the Leaside Volleyball Club and undergo a secondary review.
- 2) Individuals who wish to appeal a decision have seven days from the date on which they received notice of the decision to submit, in writing to Leaside Volleyball Club with the following:
  - a) Notice of the intention to Appeal
  - b) Grounds for the Appeal
  - c) Detailed reasons for the Appeal
  - d) All evidence that supports these grounds
  - e) Requested remedy or remedies
- 3) A decision cannot be appealed on its merits. An Appeal may only be heard if there are sufficient grounds for Appeal.
- 4) The Appellant must demonstrate, on a balance of probabilities, that the Respondent has made an error and that this error had, or may reasonably have had, a material effect on the decision or decision-maker.