

Complaint Resolution Policy

Dynamo Volleyball, Inc. | operating as Dynamo Volleyball Club

Policy owner	Ekun Malcolm, Club Director
Approved by	Ekun Malcolm, Club Director
Version	1.2
Effective	July 23, 2026
Review	Annual and when governing requirements change
Status	Adopted

Purpose

Dynamo Volleyball, Inc., operating as Dynamo Volleyball Club (Dynamo or the Club) provides a clear path for resolving routine team and Club concerns while directing Safe Sport, maltreatment, and governing-body matters to the process with proper jurisdiction.

1. Scope and Governing Authority

This policy applies to athletes, parents and guardians, coaches, managers, volunteers, contractors, Club officials, and other persons participating in or acting on behalf of the Club.

This policy supplements applicable law and mandatory Sport Manitoba, Volleyball Manitoba, and Volleyball Canada policies and complaint processes. Those authorities prevail to the extent of any conflict. A concern is routed based on its substance, not the label used.

2. Matters Handled Internally

Operational matters. The Club may address team logistics, scheduling, routine communication, fee administration, and implementation of published Club procedures.

Coaching judgment and playing time. Athletes may ask their Head Coach for developmental feedback. Routine tactical, lineup, role, position, substitution, and playing-time decisions are coaching decisions and are not subject to complaint or appeal merely because an athlete or parent disagrees. A concern may be reviewed if it credibly alleges safety risk, discrimination, bad faith, conflict of interest, or failure to follow a published policy.

Other authorities. Officiating and competition rulings must use the event process. Scouting, recruiting, blackout, signing, registration, roster, eligibility, and transfer concerns must be submitted to Volleyball Manitoba or Volleyball Canada as applicable. Safe Sport and conduct matters must follow Section 5.

3. Internal Complaint Path

Cooling-off period. Except for urgent safety, legal, or reporting matters, complaints must not be argued during or immediately before or after a practice, match, or tournament. A 24-hour cooling-off period applies.

Step 1 - Team matter: Head Coach

A complaint about a specific team's logistics, schedule, communication, or implementation of Club procedures must first be directed to the team's Head Coach. If the Head Coach is the subject of the complaint or could not reasonably act impartially, proceed directly to Step 2.

Step 2 - Club Director

If the matter is not resolved at Step 1, direct it to the Club Director, Eku Malcolm. A Club-wide complaint or matter not connected to one team goes directly to the Club Director. Written complaints may be emailed to info@dynamovolleyball.ca with the subject line "Confidential Complaint."

Step 3 - Designated third-party liaison

Volleyball Manitoba's Club Handbook states that each team should communicate with a designated third-party liaison for conflict resolution. Dynamo's club-wide liaison is Megan Tedham, mtedham87@hotmail.com, 204-995-0870. The liaison may receive a confidential concern, provide routing guidance, facilitate a resolution, or arrange a qualified independent reviewer when the Club Director cannot act impartially or the liaison considers that independent review is reasonably necessary.

The liaison does not investigate Safe Sport or maltreatment allegations and does not replace Volleyball Manitoba's independent reporting process. The appointment is club-wide, begins on July 23, 2026, applies to every Dynamo team and program, and continues until the Club communicates a replacement. If the liaison is conflicted or unavailable, the Club may retain a qualified independent mediator, investigator, reviewer, or lawyer when reasonably necessary.

4. Submitting and Reviewing an Internal Complaint

Time for submission. An internal operational complaint should be submitted as soon as practical and normally within 14 calendar days after the complainant knew or reasonably should have known of the issue. A later complaint may be accepted where fairness or an athlete's interests require it. This limit does not apply to Safe Sport, maltreatment, legal, or governing-body reports.

Information required. The written complaint should identify the complainant and the person or decision involved, describe what happened and when, summarize steps already taken, attach available supporting information, and state the requested outcome. Anonymous information may be considered, but anonymity may limit review or response.

Acknowledgement and timing. The Club will normally acknowledge a complete complaint within five business days and aim to provide an outcome within 20 business days. If additional time is reasonably required, the Club will advise the parties.

Fair process. The person managing the complaint may request information, speak with the parties, and attempt informal resolution. Before an adverse finding is made, the affected person will be told the

substance of the concern and given a reasonable opportunity to respond. Any factual finding is made on the balance of probabilities.

Outcome. The Club may provide clarification, correct an administrative error, set a communication or action plan, change a Club process, take no further action, or route the matter to an external authority. The parties will receive an appropriate written summary, subject to privacy obligations.

Reconsideration. A request for reconsideration must be directed to the Club Director within five business days and is limited to a material procedural error, undisclosed conflict or bias, or material new information that could not reasonably have been provided earlier. A disagreement with coaching judgment or playing time is not a ground for reconsideration.

5. Conduct, Safe Sport, and Urgent Safety

IMPORTANT: The Club will not assess the merits of, mediate, or investigate a possible maltreatment or Safe Sport allegation.

A concern that may involve maltreatment, prohibited behaviour, harassment, discrimination, abuse, neglect, sexual misconduct, grooming, boundary transgression, retaliation, interference with a complaint, a material threat to participant safety, or a breach of an applicable Safe Sport or Code of Conduct policy must be reported through Volleyball Manitoba's independent reporting process. If the Club receives such a concern, it will preserve and promptly refer the information without deciding whether the allegation is likely true.

Reporting information is available through Volleyball Manitoba's Reporting, Complaints and Disputes resources, including SafeZone and ITP Sport. Immediate danger, suspected child abuse, or another legal duty to report must also be reported without delay to the appropriate emergency, law-enforcement, or child-protection authority. The Club may take proportionate temporary, non-disciplinary measures needed to protect participants or comply with an external direction.

6. Confidentiality, Records, and Administration

The Club will handle information as confidentially as reasonably possible while allowing fair review and meeting safety, insurance, legal, and governing-body obligations. Retaliation against a person who raises a concern honestly or participates in a review is prohibited. The Club will retain a proportionate record of material complaints, routing decisions, and outcomes.

The Club Director administers this policy except where an external process has jurisdiction or a conflict-free reviewer is appointed. This policy remains in effect until amended or replaced.