Quesnel Cobras Volleyball Club

Complaint & Dispute Resolution Policy

1. Purpose

The Quesnel Cobras Volleyball Club is committed to providing a safe, respectful, and positive environment for all participants. This policy outlines the process for addressing concerns, complaints, or disputes in a fair, timely, and transparent manner, with an emphasis on early resolution whenever appropriate.

---

2. Scope & Application

This policy applies to all individuals involved with the Quesnel Cobras Volleyball Club, including but not limited to:

- Athletes
- Parents/Guardians
- Coaches
- Volunteers
- Board Members
- Staff and Contractors

All individuals are expected to comply with the club's Codes of Conduct and related policies.

---

3. Guiding Principles

The club believes that most concerns can and should be resolved through respectful communication and problem-solving. The Quesnel Cobras are committed to:

- Listening to concerns in good faith
- Acting without bias or conflict of interest
- Respecting confidentiality to the extent possible
- Ensuring procedural fairness for all parties involved

---

4. Informal Resolution (First Step)

Whenever appropriate, individuals are encouraged to address concerns informally and respectfully. This may include:

- Direct communication between the parties involved, or
- Assistance from a designated club representative to facilitate a conversation

Many issues — such as misunderstandings, role clarity, or expectations — can be resolved effectively at this stage.

---

5. Submitting a Formal Complaint

If a concern cannot be resolved informally, or if informal resolution is not appropriate, a formal complaint may be submitted.

Formal complaints must:

- Be submitted **in writing**
- Clearly describe the nature of the concern
- Identify the individuals involved
- Be sent to the club's designated contact (e.g., Club President or Director)

Upon receipt, the complaint will be reviewed to determine the appropriate next steps.

---

6. Review & Resolution Process

The club will assess each complaint and determine the most appropriate resolution pathway, which may include:

- Facilitated discussion or mediation
- Internal review by a non-conflicted club representative
- Referral to Volleyball BC where required

Where mediation is used, the facilitator will be a neutral, non-conflicted individual. The goal is to reach a fair and mutually acceptable resolution where possible.

If mediation is unsuccessful or inappropriate, the matter may be addressed under applicable club discipline procedures or referred to Volleyball BC.

---

7. Serious Conduct, Abuse, or Maltreatment

Complaints involving allegations of abuse, harassment, discrimination, or maltreatment will **not** be handled internally.

As a member club of Volleyball BC, the Quesnel Cobras are required to report such matters to Volleyball BC and/or the designated independent third party in accordance with Volleyball BC's Code of Conduct and Ethics and related Safe Sport policies.

Individuals may also contact Volleyball BC directly or email **reporting@volleyballbc.org** for guidance.

---

8. Jurisdiction

All participants in Quesnel Cobras Volleyball Club programs are subject to the jurisdiction of the club and Volleyball BC while engaged in sanctioned activities. The club has the authority to apply its policies and procedures in a manner consistent with its governance responsibilities and applicable Volleyball BC policies.

---

9. Confidentiality

All complaints will be handled with discretion. Information will be shared only with those who need to be involved to review and resolve the matter, or where disclosure is required by Volleyball BC or law.

---

10. Retaliation

Retaliation against any individual who raises a concern or participates in a complaint process in good faith is strictly prohibited and may result in disciplinary action.

---

11. Finality

Resolutions reached through this policy are considered final. This policy is intended to promote timely, fair, and constructive outcomes and does not create a separate internal appeal process.