



# DUCKS

## VOLLEYBALL CLUB

### Concerns & Conflict Resolution Policy

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As a part of having a successful Club, the Ducks have put in place clear expectations for parents, coaches and athletes to help things run to the best of our ability, and to make sure our athletes have an enjoyable experience. By clearly presenting our goals and expectations before the season we hope to avoid any conflict or misunderstanding between players, athletes 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. 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 **Janet Andrew** our Ducks Parent Liaison

Athletes and parents must wait at least 48 hours after an incident has occurred before approaching a coach. 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 and athletes 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 [info@ducksvolleyball.ca](mailto:info@ducksvolleyball.ca) and we will forward your case to our parent liaison to investigate. In extenuating circumstances, where a family does not feel comfortable approaching the coach of the team, please email [info@ducksvolleyball.ca](mailto:info@ducksvolleyball.ca).

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### Concerns & Safe Sport Violations

If the concern is a violation of Volleyball BC's Code of Conduct, Safe Sport Conduct, and/or Ducks Volleyball Code of Conduct (ie. abuse, harassment etc), please contact [info@ducksvolleyball.ca](mailto:info@ducksvolleyball.ca)

- Be sure to include detailed information about the event/incident including date and time and parties involved
- Our Ducks' parent liaison will become involved to investigate the situation. The parent liaison will present their findings to the Ducks' executive if a resolution cannot be met.

- The Ducks Volleyball Club executive 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 Ducks Volleyball.**