

Complaints and Grievances - Phoenix Volleyball

The following is the procedure for handling complaints and grievances confidentially for Phoenix Volleyball (the “Club”):

Summary

The Club requires all complaints to be submitted in writing to the President at katrine.ivey@phoenixvolleyball.ca, with a response initiated within 5 business days after receipt. The Board may hold internal discussions for serious matters, with a final, non-appealable decision issued within 7 business days of receipt.

Policy

- **Submission of Complaints:** All complaints including conduct issues, must be submitted in writing (via email) to the above email.
- **Timeframe:** Complaints should be made within 48 hours of the incident.
- **Required Information:** Reports should include the date and time of the incident, names of witnesses, and specific details regarding the incident, including who was involved and the desired resolution.
- **Process and Review:** The President along with the Board if required will review complaints in accordance with principles of fairness.
- **Disciplinary Actions:** Violations may result in consequences, including, but not limited to, verbal or written warnings, suspension, or Club termination.
- **Appeals:** Decisions made regarding discipline or policy are final.

Filing a Complaint

- **Written Requirement:** see “Required Information” above.
- **Required Details:** The report should outline the time, date, location, specific nature of the incident, and the individuals involved.

Review and Response Process

1. **Notice to Involved Parties:** Once a complaint is received, the President or their designate provides notice to the complaining party (s) involved as soon as practical.
2. **Response Period:** The accused party has **5 business days** from receiving the written communication notice to provide a written response to the President or their designate
3. **Investigation:** The President or its designates investigates the circumstances and review the history of the parties involved.
4. **Decision:** The President issues a written notice of its determination. Potential disciplinary actions include further warnings, suspension, or termination from the Club.
5. **Appeals:** Decisions are final

Key Conduct Violations

Actions that may trigger this process include:

- Violence, sexual abuse, threatening behavior, or abusive language and behaviour.
- Harassment, bullying, or discrimination.
- Deliberate violation of club rules (e.g., dress code, court usage, alcohol/drug prohibitions).
- Damage to property or equipment.

For further details or to submit a report, you should contact the President at the email indicated above.