

Discipline and Complaints Policy

Effective Date	September 2026
Version	1.0
Applies To	Pakmen Volleyball Club rep program and club activities
Review Cycle	Annual, and whenever OVA or applicable legal requirements materially change

1. Purpose

Pakmen Volleyball Club (the “Club”) is committed to providing a safe, respectful, inclusive and athlete-centred volleyball environment. This policy establishes a fair and consistent process for addressing complaints and conduct concerns while recognizing the jurisdiction and requirements of the Ontario Volleyball Association (OVA), Volleyball Canada, applicable facility rules and applicable law.

2. Scope

This policy applies to athletes, parents/guardians, coaches, assistant coaches, managers, staff, volunteers, directors, contractors and other individuals participating in or representing the Club. It applies to conduct connected to Club activities, including practices, competitions, travel, team events, electronic communications, Pakmen Courts, Peel District School Board facilities and other venues used by the Club.

3. Governing Standards

All participants are expected to comply with applicable Club, OVA and Volleyball Canada policies and codes of conduct. The Club expects coaches and other required personnel to maintain the registrations, screening, police record checks, NCCP status, concussion education (including Making Head Way where required), Safe Sport training and other eligibility requirements applicable to their roles.

Where an OVA, Volleyball Canada or independent Safe Sport process has jurisdiction, or where a governing-body policy conflicts with this policy, the applicable governing-body requirement will take precedence.

4. Guiding Principles

- Complaints will be handled as promptly, fairly and confidentially as reasonably possible.
- Individuals will be treated with dignity and given a reasonable opportunity to provide relevant information.
- Retaliation against a person who raises a concern in good faith or participates in a complaint process is prohibited.
- Procedures may be adapted to the seriousness, urgency and nature of the concern, particularly where minors or safety issues are involved.
- The Club may impose reasonable interim measures when necessary to protect participants, preserve the integrity of a process or comply with facility/governing-body requirements.

5. Reporting a Concern or Complaint

Concerns should normally be raised with the appropriate Head Coach, Club Director/Technical Director or another designated Club representative. If the concern involves that person, it should be directed to another uninvolved member of Club leadership.

A formal complaint should be submitted in writing and, where possible, include the complainant's contact information, the respondent's name, a description of the conduct, relevant dates/locations, witnesses and supporting records such as emails, messages, photographs or other documents.

Anonymous information may be reviewed, but anonymity can limit the Club's ability to investigate or impose discipline.

6. Immediate Safety and External Reporting

Nothing in this policy replaces a legal duty to report. Where there is an immediate threat to safety, emergency services should be contacted. Suspected child abuse or other matters subject to mandatory reporting must be reported to the appropriate authorities as required by law.

Complaints involving maltreatment, abuse, harassment, discrimination, serious Safe Sport concerns or matters within OVA jurisdiction may be referred to the OVA or its designated independent complaint/discipline process. The Club may pause or limit its own process while an external process is underway.

7. Informal Resolution

Where appropriate and safe, lower-level concerns may be addressed through discussion, clarification of expectations, mediation, coaching, education or another informal resolution. Informal resolution is not required before a formal complaint and will not be used where the nature of the allegation makes it inappropriate.

8. Formal Review Process

Upon receiving a formal complaint, the Club will designate an impartial decision-maker or Discipline Officer who is not directly involved in the matter. The decision-maker may:

- determine whether the complaint falls within Club jurisdiction or should be referred elsewhere;
- request additional written information or interview relevant individuals;
- provide the respondent with sufficient information about the allegations and a reasonable opportunity to respond;
- consider relevant documentary, witness and contextual information;
- dismiss a complaint that is outside jurisdiction, unsupported, frivolous, vexatious or made in bad faith; and
- issue a written outcome when a formal determination is made.

The standard used for internal Club decisions will be the balance of probabilities unless a governing policy requires otherwise.

9. Interim Measures

Pending resolution, the Club may impose non-disciplinary interim measures such as modifying attendance, supervision, communication, coaching assignments, access to facilities or team activities. Interim measures are precautionary and do not, by themselves, constitute a finding of misconduct.

10. Sanctions

Where misconduct is established, sanctions will be proportionate to the circumstances and may include:

- verbal or written warning;
- education, apology, behavioural expectations or corrective action;
- restricted participation, communication or facility access;
- removal from a practice, event, team role or Club activity;
- suspension for a defined period;
- removal from a team, coaching/volunteer role or Club membership, subject to applicable governing-body rules;
- referral to the OVA, Volleyball Canada, facility authority, police, child protection authority or another appropriate body.

Factors may include seriousness, impact, age and vulnerability of participants, prior conduct, acknowledgement of responsibility, retaliation, safety risk and any applicable OVA requirements.

11. Appeals

A party may request an internal review of a Club decision within seven (7) calendar days of receiving it, based on a material procedural error, new evidence that could not reasonably have been provided earlier, or a decision that is clearly inconsistent with the information considered. The Club will appoint an uninvolved reviewer where reasonably possible. Decisions governed by an OVA or other external appeal process must be appealed through that process.

12. Confidentiality and Records

Information will be shared only with individuals who reasonably need it for safety, investigation, decision-making, legal, insurance, facility or governing-body purposes. The Club will retain appropriate complaint and discipline records securely and in accordance with applicable privacy and legal requirements.

13. Facility Conduct

Participants must comply with all rules and permit conditions at Pakmen Courts, Peel District School Board facilities and other venues. Conduct that jeopardizes a permit, damages a facility or creates safety concerns may result in immediate removal and further discipline.

14. Policy Administration

Club leadership is responsible for administering this policy and reviewing it at least annually. This policy is intended to complement, not replace, applicable OVA and Volleyball Canada policies.