



CLUB POLICY

Discipline and Complaints Policy

Air Attack Volleyball Club

STATUS	Approved
ADMINISTRATOR	Club President or designate
COMPLAINT CONTACT	Applicable Technical Coordinator or President (see Reporting a Complaint) Girls Technical Coordinator - girlstd@airattack.ca Boys Technical Coordinator - boystd@airattack.ca President - president@airattack.ca
APPROVED BY	Air Attack Volleyball Club Board of Directors
EFFECTIVE DATE	September 10, 2026

1. Purpose and Principles

- 1.1 Air Attack Volleyball Club (the Club) is committed to a safe, respectful, inclusive, and fair volleyball environment. Individuals are expected to comply with the Club's bylaws, policies, codes of conduct, rules, and reasonable directions. A failure to do so may result in discipline under this Policy.
- 1.2 This Policy establishes a fair and proportionate process for receiving, assessing, and deciding complaints. At a minimum, a Respondent will be informed of the allegations, given a reasonable opportunity to respond, and have the matter decided by an impartial decision-maker.
- 1.3 The Club will seek to resolve concerns at the lowest appropriate level. Informal resolution may be used when it is safe, voluntary, and suitable. Serious conduct and safety concerns will be assessed promptly and, when required or appropriate, referred to Volleyball BC, its Independent Third Party, law enforcement, child protection authorities, or another appropriate body.

2. Definitions

- 2.1 The following terms have these meanings in this Policy:
 - a) **Board** - the Board of Directors of Air Attack Volleyball Club.
 - b) **Case Manager** - the person responsible for administering a Complaint under the Major Infraction Process. The President will normally act as Case Manager, but the Board may appoint another non-conflicted person when appropriate.

- c) **Club** - Air Attack Volleyball Club.
- d) **Complainant** - an Individual who submits a Complaint or on whose behalf a Complaint is submitted.
- e) **Complaint** - a written or documented allegation that an Individual has breached a Club bylaw, policy, code, rule, or standard of conduct.
- f) **Days** - working days, excluding Saturdays, Sundays, and statutory holidays in British Columbia.
- g) **Discipline Chair** - the Club President or a non-conflicted designate responsible for the Minor Infraction Process.
- h) **Discipline Panel** - one or more impartial decision-makers appointed by the Case Manager to decide a Complaint under the Major Infraction Process.
- i) **Independent Third Party** - an individual or organization operating independently from the Club or Volleyball BC to receive, assess, investigate, manage, or decide complaints.
- j) **Individuals** - all Club members, registrants, athletes, coaches, managers, parents or guardians, volunteers, contractors, employees, Directors and Officers, committee members, spectators, and any other person participating in or attending Club activities.
- k) **Minor** - an individual under 19 years of age.
- l) **Prohibited Behaviour** - conduct described as abuse, maltreatment, grooming, boundary transgressions, discrimination, harassment, sexual misconduct, or other prohibited conduct under the applicable Volleyball BC or Volleyball Canada safe sport policies.
- m) **Technical Coordinator** - the Club staff member responsible for the girls' or boys' program in which the matter arose.
- n) **Respondent** - an Individual alleged to have breached a Club bylaw, policy, code, rule, or standard of conduct.

3. Application

- 3.1 This Policy applies to all Individuals.
- 3.2 This Policy applies to conduct connected to the Club's business, programs, teams, practices, tryouts, competitions, camps, travel, meetings, online communications, social activities, and other Club-sanctioned activities.
- 3.3 The Policy may also apply to conduct outside Club activities when the conduct has a significant and adverse effect on the safety or well-being of an Individual, the Club's working or sport environment, or the Club's relationships, integrity, or reputation.
- 3.4 Routine decisions about athlete selection, playing time, coaching strategy, schedules, fees, refunds, or other program operations are not disciplinary complaints unless the concern also alleges misconduct or a breach of policy. Those matters should first follow the Club's applicable communication, program, selection, refund, or appeal process.
- 3.5 Conduct occurring during a competition or event may be addressed immediately by a coach, event authority, facility representative, referee, or Club representative. Event-level action does not prevent further review under this Policy.

4. Jurisdiction and External Referral

- 4.1 The Club will conduct an initial assessment to determine whether it has jurisdiction and whether another organization or authority should manage the matter. A complaint may fall within the jurisdiction of more than one organization.
- 4.2 The Club will refer a Complaint to Volleyball BC, its Independent Third Party, law enforcement, child protection authorities, or another appropriate body when required by law or applicable policy, or when the matter falls primarily within that body's jurisdiction. This may include allegations of abuse, maltreatment, grooming, sexual misconduct, or other conduct that Volleyball BC requires to be reported through its independent complaint process.
- 4.3 The Club may seek guidance from or refer a Complaint to Volleyball BC or an Independent Third Party when the seriousness, complexity, conflicts of interest, safety considerations, or the Club's capacity make an external process appropriate. A Complaint will not be referred externally merely because it is classified as a Major Infraction.
- 4.4 If Volleyball BC or its Independent Third Party determines that the matter should be managed by the Club, the complaint may proceed under this Policy.
- 4.5 Nothing in this Policy replaces a person's legal duty to report a child who may need protection. A person who has reason to believe that a child needs protection must promptly make their own report to the appropriate child protection authority. Immediate danger or suspected criminal conduct should be reported to police.

Important reporting contacts

Air Attack complaints: Applicable Technical Coordinator or admin@airattack.ca

Volleyball BC complaints and reporting guidance: <https://volleyballbc.org/report-a-complaint/>

Confidential guidance through Volleyball BC SafeZone: safezone@itpsport.ca

Child protection in British Columbia: 1-800-663-9122 (24 hours)

Immediate danger: Call 911

5. Minors and Support Persons

- 5.1 A Complaint may be made by or against a Minor. A Minor must have a parent, guardian, or another appropriate adult act as their representative during the process, unless an external authority directs otherwise or the representative has a conflict of interest.
- 5.2 Communications concerning a Minor will normally be directed to the Minor's representative.
- 5.3 The process will be adapted to the Minor's age, maturity, communication needs, safety, and well-being. A Minor will not be required to participate in an oral hearing when the matter can be decided fairly without their attendance.
- 5.4 A Complainant or Respondent may be assisted by a support person, representative, advisor, or legal counsel at their own expense, provided that the person's involvement does not undermine the fairness, confidentiality, or safety of the process.

6. Reporting a Complaint

- 6.1 Complaints should normally be submitted to the Girls Technical Coordinator or Boys Technical Coordinator responsible for the program in which the matter arose. The Technical Coordinator will receive the Complaint, identify any immediate safety concerns, gather the information reasonably required for a preliminary assessment, and consider whether the matter may be addressed through routine program management or informal resolution. The Technical Coordinator will refer any Complaint that may require formal discipline, involves a conflict of interest, or raises a significant safety concern to the President.
- 6.2 A Complainant may submit a Complaint directly to the President when the Complaint concerns a Technical Coordinator, the Complainant is uncomfortable reporting to the applicable Technical Coordinator, or another reasonable circumstance makes direct reporting appropriate.
- 6.3 A Complaint concerning the President should be submitted to another non-conflicted Director. If there is no appropriate internal recipient, the Complainant may contact Volleyball BC or its Independent Third Party for guidance regarding an appropriate reporting route.
- 6.4 The person receiving the Complaint will acknowledge receipt, where practicable, within three Days and will advise the Complainant of the next steps or the person responsible for the initial assessment.
- 6.5 Complaints should be submitted as soon as reasonably possible, but there is no automatic filing deadline. Delay alone will not prevent a Complaint from being reviewed. The person responsible for administering the Complaint may consider whether the passage of time affects the availability of evidence or the ability to conduct a fair process. No delay will prevent a safety concern, suspected Prohibited Behaviour, or an ongoing pattern of conduct from being reported or referred.
- 6.6 A Complaint should include, where available:
 - the Complainant's name and contact information;
 - the Respondent's name and role;
 - the date, time, and location of the conduct;
 - a clear description of what is alleged to have occurred;
 - the names of witnesses or other people with relevant information;
 - copies of relevant emails, messages, photographs, videos, or other records; and
 - the outcome or assistance being requested, if known.
- 6.7 The Club may assist an Individual to document a Complaint when disability, age, language, or another barrier makes a written submission difficult.
- 6.8 Anonymous information may be reviewed for safety and risk-management purposes, but a formal disciplinary process may not be possible unless the allegations can be fairly disclosed and tested. The Club may decide to act as the Complainant when appropriate.
- 6.9 A Complainant may ask to withdraw a Complaint. The Club may continue the process or make an external report when necessary to protect participants, meet legal or policy obligations, or address a broader risk to the Club community.

- 6.10 A Complaint that is not substantiated is not, by itself, evidence that it was made in bad faith. Knowingly making a false, malicious, or retaliatory Complaint may constitute a separate breach of policy.

7. Intake and Initial Assessment

- 7.1 The President will oversee the Club's complaint and discipline processes and will determine whether a Complaint should proceed through informal resolution, the Minor Infraction Process, the Major Infraction Process, or an external referral. The President may act as the Discipline Chair or Case Manager, provided that the President was not materially involved in the events giving rise to the Complaint and does not have an actual, potential, or perceived conflict of interest.
- 7.2 The initial assessment will consider:
- whether immediate safety or interim measures are required;
 - whether the Club has jurisdiction;
 - whether the matter must or should be referred externally;
 - whether the Complaint identifies conduct that could breach a Club policy or standard;
 - whether additional information is reasonably required;
 - whether the person conducting the assessment has a conflict of interest; and
 - whether informal resolution, the Minor Infraction Process, or the Major Infraction Process is appropriate.
- 7.3 The Club may decline to proceed when it has no jurisdiction, the alleged facts could not amount to a policy breach, the Complaint is demonstrably frivolous, vexatious, or made in bad faith, or there is not enough information to proceed fairly after the Complainant has been given a reasonable opportunity to provide more detail.
- 7.4 The Complainant will be advised in writing of the intake decision and the general reasons for it, subject to privacy, safety, and legal restrictions. A referral or decision not to proceed is an administrative screening decision and is not a finding about whether the alleged conduct occurred.
- 7.5 If the President or a proposed Discipline Chair or Case Manager has an actual, potential, or perceived conflict of interest, the Board will appoint another non-conflicted Director, officer, staff member, volunteer, or independent person. A person who participated substantially in the events giving rise to the Complaint will not decide its merits.

8. Informal and Alternative Resolution

- 8.1 At any stage, the applicable Technical Coordinator, Discipline Chair, or Case Manager may propose direct discussion, facilitated conversation, mediation, negotiated settlement, restorative action, or another informal resolution process when it is safe and appropriate.
- 8.2 Participation in informal or alternative resolution is voluntary. A person will not be required to meet directly with another party, and declining to participate will not be treated as misconduct or used against them.

- 8.3 Alternative resolution will not be used where prohibited by law or external policy, or where the nature of the allegations, a significant power imbalance, safety concerns, or the need for formal accountability makes it inappropriate.
- 8.4 If the matter is not resolved, it may continue under the appropriate process in this Policy. The Club's Dispute Resolution Policy provides further guidance for facilitated or mediated resolution.

9. Minor Infraction Process

- 9.1 The Minor Infraction Process may be used for isolated or lower-severity conduct such as disrespectful comments, discourteous behaviour, minor violations of a code or team rule, or other conduct that can be addressed fairly through a proportionate and timely process.
- 9.2 The Discipline Chair will provide the Respondent with the substance of the allegations and a reasonable opportunity to respond. The Discipline Chair may request written submissions, speak separately with the parties or witnesses, convene a meeting, review relevant records, or take other reasonable steps.
- 9.3 The process may be conducted in writing, by telephone or videoconference, in person, or through a combination of formats. The Discipline Chair will establish reasonable timelines based on urgency, complexity, and the needs of any Minor involved.
- 9.4 If the Respondent acknowledges the material facts or chooses not to participate after reasonable notice, the Discipline Chair may proceed to a decision. Non-participation does not, by itself, establish that a breach occurred.
- 9.5 The Discipline Chair may move the matter to the Major Infraction Process or refer it to the President for consideration of an external referral if the information indicates that a more formal or independent process may be required.
- 9.6 The Discipline Chair will decide whether a breach has been established on a balance of probabilities and will provide the parties with a written decision and brief reasons. The Discipline Chair may impose the lower-level sanctions listed in this Policy but may not expel an Individual or impose a season-long suspension.

10. Major Infraction Process

- 10.1 The Major Infraction Process may be used for repeated minor incidents, serious or deliberate breaches of Club policies, significant governance or financial misconduct, substantial damage to property or the Club's operations, or a matter referred back to the Club by Volleyball BC or an Independent Third Party. Classification as a Major Infraction does not, by itself, require the Complaint to be referred outside the Club.
- 10.2 The President will normally act as the Case Manager for a Major Infraction. If the President was materially involved in the events giving rise to the Complaint or has an actual, potential, or perceived conflict of interest, the Board will appoint another non-conflicted person as Case Manager.
- 10.3 The Case Manager will:
- confirm jurisdiction and address conflicts of interest;

- determine whether alternative resolution is appropriate;
 - set and communicate fair timelines;
 - manage communications and the exchange of information; and
 - provide the administrative support needed for a fair and timely process.
- 10.4 The Case Manager will appoint an impartial Discipline Panel to decide the Complaint. The Discipline Panel will normally consist of one person and may include a non-conflicted Director, officer, staff member, volunteer, or independent person. A Discipline Panel member is not required to be independent of the Club but must be impartial. The Case Manager may not also serve as the Discipline Panel for the same Complaint. A person who was materially involved in the underlying events, investigation, or attempted resolution may not serve on the Discipline Panel; however, merely receiving and referring the Complaint does not constitute material involvement.

11. Hearing Procedures

- 11.1 The Case Manager, in consultation with the Discipline Panel, will determine the hearing format. The hearing may proceed through written submissions, an oral meeting in person, telephone or videoconference, or a combination of formats.
- 11.2 The following minimum procedural protections apply:
- the Respondent will receive reasonable notice of the allegations and possible consequences;
 - each party will have a reasonable opportunity to present relevant information and respond to the material relied upon by the other party;
 - relevant written information intended for the Discipline Panel will normally be shared with all parties in advance;
 - the parties may have a representative, advisor, support person, or legal counsel at their own expense;
 - the Discipline Panel may ask questions, request additional information, and hear from relevant witnesses;
 - the Discipline Panel may exclude information that is irrelevant, unduly repetitive, unreliable, or whose use would make the process unfair; and
 - the process may continue when a party chooses not to participate after receiving reasonable notice and an opportunity to do so.
- 11.3 The Discipline Panel will decide whether a breach has been established on a balance of probabilities, meaning that it is more likely than not that the alleged conduct occurred.
- 11.4 The Case Manager or Discipline Panel may adjust procedures and timelines to respond to urgency, accessibility needs, the involvement of a Minor, parallel external proceedings, or other circumstances, provided that procedural fairness is maintained.

12. Decisions

- 12.1 After reviewing the matter, the Discipline Panel will issue a written decision stating the allegations considered, the findings, the reasons for the findings, any sanctions or other directions, the effective date, and any right of appeal.

- 12.2 The written decision will normally be issued within 14 Days after the hearing or the close of submissions. When more time is required, the Case Manager will notify the parties and provide a revised timeline.
- 12.3 A decision will be provided to the parties, the Case Manager, and the Club representatives who require it for implementation or oversight. It may also be provided to Volleyball BC, Volleyball Canada, an insurer, regulator, authority, or another organization when required or reasonably necessary.

13. Sanctions

- 13.1 A sanction must be reasonable and proportionate to the circumstances. Relevant factors may include:
- the nature, severity, and duration of the conduct;
 - the age of the Individuals involved and any power imbalance;
 - whether the conduct was deliberate, reckless, repeated, or part of a pattern;
 - the harm or potential harm caused;
 - the Respondent's prior disciplinary history;
 - acceptance of responsibility, remorse, cooperation, and efforts to repair harm;
 - the need for education, deterrence, safety, and restoration; and
 - any sanctions or measures imposed by another organization or authority.

Available sanctions, alone or in combination, include:

- a verbal or written warning, reprimand, or apology;
 - education, training, coaching, counselling, service, or restorative action;
 - behavioural expectations, supervision, or other conditions on participation;
 - removal of specified privileges, duties, or leadership responsibilities;
 - removal from a team, role, event, program, practice, or other Club activity;
 - suspension from some or all Club activities for a defined period;
 - payment for repair or replacement of damaged property, where appropriate;
 - a recommendation to the Board concerning termination of participation or membership, subject to the Club's Bylaws;
 - referral to Volleyball BC or Volleyball Canada for reciprocal or higher-level action; and
 - another measure reasonably connected to the breach and the Club's legitimate objectives.
- 13.2 Unless the decision states otherwise, a sanction takes effect immediately. Failure to comply with a sanction or condition may result in an immediate restriction from Club activities and further discipline.

14. Interim Measures

- 14.1 The President, a non-conflicted Director, the Case Manager, or an external authority with jurisdiction may impose temporary measures before a final decision when reasonably necessary to protect safety, preserve the integrity of a process, prevent interference or retaliation, or reduce material risk to the Club or its participants.
- 14.2 Interim measures are precautionary and are not a finding of misconduct. They may include modified duties, limits on communication, increased supervision, restrictions from a facility, event, team, role, or activity, or temporary suspension.
- 14.3 Interim measures will be proportionate, communicated with reasons to the extent reasonably possible, and reviewed at appropriate intervals. The affected Individual will be given an opportunity to provide relevant information unless doing so would create an immediate safety risk or compromise an external process.

15. Appeals

- 15.1 A final disciplinary decision may be appealed only in accordance with the Club's Appeal Policy. An appeal is not a rehearing and may be brought only on the grounds identified in that Policy.
- 15.2 Intake routing, hearing format, procedural directions, referrals, and interim measures are not final disciplinary decisions. A request to reconsider an interim measure may be made to the person or body administering the matter.

16. Confidentiality, Privacy, and Records

- 16.1 Complaint information will be treated as confidential and shared only with people who require it to report, assess, investigate, decide, support, implement, appeal, insure, or oversee the matter, or when disclosure is required by law or necessary to protect a person from harm.
- 16.2 Confidentiality cannot be guaranteed absolutely. Procedural fairness normally requires that the Respondent receive enough information to understand and answer the allegations.
- 16.3 The Club will retain complaint records securely and limit access to authorized persons. Records may be shared with Volleyball BC, Volleyball Canada, insurers, legal advisors, or authorities as permitted or required by applicable law and policy.
- 16.4 Disciplinary decisions are not public records of the Club. The Club may communicate an outcome or restriction when reasonably necessary for implementation, participant safety, organizational accountability, or compliance with another policy or legal obligation, while limiting unnecessary personal information.

17. Non-Retaliation

- 17.1 Retaliation against a person for making a good-faith report, participating in a complaint process, supporting another person, or complying with a reporting obligation is prohibited and may result in discipline.
- 17.2 Good-faith reporting is protected even when a Complaint is not substantiated. This protection does not extend to knowingly false, malicious, or retaliatory reports.

18. Other Proceedings

- 18.1 The Club may start, continue, pause, or end its process when the same conduct is being considered by Volleyball BC, Volleyball Canada, police, child protection authorities, a court, an employer, a school, or another body. The Club will consider safety, fairness, available information, and the risk of interfering with another process.
- 18.2 The outcome of another proceeding may be considered by the Club, but the Club will determine the action within its authority in accordance with its Bylaws and policies.

19. Review and Amendment

- 19.1 The Board will review this Policy periodically and may amend it to reflect changes in law, Volleyball BC or Volleyball Canada requirements, organizational capacity, and lessons learned from its application.
- 19.2 If this Policy conflicts with a mandatory legal obligation or an applicable Volleyball BC or Volleyball Canada policy governing a matter within that organization's jurisdiction, the mandatory requirement or applicable higher-level policy will govern to the extent of the conflict.