

HRVC Discipline and Complaints Policy

Purpose

At all times, teams must remember that they represent HRVC and their community, and it is expected they will conduct themselves on and off the court, in a manner that is consistent with the HRVC Code of Conduct provided in the Club Handbook. Coaches, athletes and parents are expected to follow the Code of Conduct for the duration of the club season, at any HRVC attended events. Such events include but are not limited to: tournaments, practices, travel associated with HRVC events, and meetings. Sanctions may be imposed on anyone violating the Code, pursuant to this policy.

Reporting a Complaint

Athletes are encouraged to communicate directly with their coach regarding any team concerns. Parents are encouraged to help their children to communicate appropriately with their coach. Travel teams should have athletes and coaches discuss matters of playing time without parent involvement in an effort to have athletes advocate for themselves, as they will have to do at the post secondary level. We respectfully ask parents to refrain from any direct complaint to coaches during competition. If a parent or athlete becomes concerned about any issue arising during a tournament, they are required to wait 24 hours before submitting a complaint in writing, after the heat of the moment has subsided. Parents should also demonstrate respect by not complaining publicly about the coach, club, officials, opponents or referees particularly during competition.

HRVC reserves the right to exclude the person from HRVC activities prior to resolution of the complaint if there is a concern for safety or potential liability.

Complaint Procedure

Complaints should be submitted promptly, within 2 weeks of the incident. Coaches, athletes and parents may report complaints in writing, as follows:

Athlete – directly to their coach

Parent – to their Team Parent Representative, who will forward on to the coach or the HRVC Executive, or both as directed by the parent

Coach – to the Technical Director

Anonymous complaints may be accepted at the sole discretion of the club President.

All complaints directed to the HRVC Executive will be reviewed to determine an appropriate resolution. Action will be taken depending on the severity of the behaviour. Penalties for infractions may include (but are not limited to) the following:

- a) Formal written apology
- b) Suspension from competitions, activities, or events
- c) Payment of repair costs for property damage
- d) Expulsion from Halton Region Volleyball Club

During out of town competition, the head coach has the right to temporarily suspend an athlete or parent for a serious violation of the Athlete Code of Conduct. A written summary of the incident will be submitted to the Executive immediately upon the team's return, for resolution. In the case of any reported complaint, if the Executive determines that an infraction has occurred, and sanctions are necessary, the decision and justification will be distributed in writing, to all parties involved in a timely manner. Any infraction resulting in discipline will be recorded and kept on file by the Executive. Failure to comply with a sanction may result in further sanctions, including suspension, and or removal from the club at the discretion of the Executive.

Appeals may be considered, at the discretion of the Executive.