



FOCUS VOLLEYBALL COMPLAINT AND CONFLICT RESOLUTION POLICY

Focus Volleyball Club is committed to providing clear communication among coaches, athletes, and parents/guardians. Clear expectations help create a positive, respectful, and productive training environment for everyone involved.

The club recognizes that, from time to time, athletes or parents/guardians may have questions or concerns about coaching decisions, team expectations, or actions that occur during the season. While not every decision will satisfy everyone, athletes and parents/guardians are asked to recognize that coaches make decisions based on the best interests of the athlete, the team, and Focus Volleyball Club.

Coaches are expected to communicate their coaching philosophy, team guidelines, and expectations to athletes. Coaches are also encouraged to provide athletes with feedback on their development throughout the season, either verbally or in writing.

If an athlete or parent/guardian has an individual or team concern, the concern should first be discussed directly with the head coach. This gives the coach an opportunity to clarify the decision, explain the reasoning, and address the concern in a constructive manner.

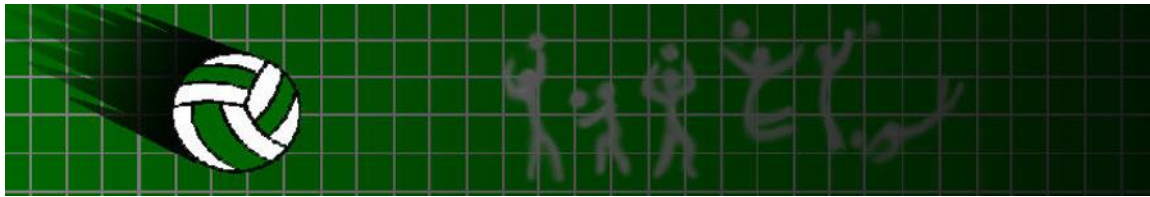
Unless the concern involves an immediate safety issue*, athletes and parents/guardians are asked to wait 48 hours after an incident before approaching the coach. This waiting period allows everyone involved to reflect on the situation, consider possible solutions, and prepare to discuss the concern respectfully and constructively.

Concerns may include, but are not limited to:

- Playing time
- Coaching philosophy
- Team placement or team division
- Team skill level
- Practice structure
- Feedback
- Instruction

Meetings to discuss concerns should be scheduled outside of tournament play, games, and regular practice times. Parents/guardians and athletes should not approach a coach during a competition or at a tournament site to discuss playing time or other concerns.

***Immediate safety concerns and major concerns – FOCUS Volleyball club will follow the BC Volleyball's Discipline and Complaints Policy. Those situations will require the player/coach/parent to contacting Volleyball BC who partners with ITP Sport for safe sport conduct management.**



Steps to Deal with a Concern

1. **Athlete speaks with the coach**

The athlete is encouraged to speak directly with the coach if they have a problem or concern.

2. **Parent/guardian follows up with the coach, if needed**

If the concern is not resolved through the athlete's discussion with the coach, the parent/guardian may arrange a meeting with the coach. This meeting should take place outside of practice, tournaments, games, or other club activities. A face-to-face meeting is recommended. The athlete is encouraged to attend, depending on the nature of the concern.

3. **Concern is submitted to the Focus Executive**

If the concern remains unresolved after the meeting with the coach, the parent/guardian should contact Focus Volleyball Club at focusvolleyball2017@gmail.com. The coach and the athlete and/or parent/guardian should document the concern in writing for review by a member of the Focus Executive. This documentation will help the Conflict Resolution Committee understand the issue and the different points of view. If a member of the Conflict Resolution Committee is involved in the conflict in any way, they will recuse themselves from the committee for the issue at hand.

4. **Resolution meeting is arranged**

Once the documentation process is complete, a meeting may be arranged with the involved coaching staff, the parent/guardian, the athlete, and a member of the Focus Executive. The purpose of this meeting is to discuss the concern, clarify the issues, and work toward a resolution.

5. **Final review and decision**

If a resolution is not reached, the Focus Executive will refer the matter to the Focus Conflict Resolution Committee. The committee will review the concern and make a final decision. Any decision made by the Conflict Resolution Committee, including any required action, will be considered final.