Durham Attack Volleyball Club

Dispute Resolution Policy and Procedures

Draft for Board Review

This policy establishes a fair, accessible process for resolving Club disagreements through respectful discussion and voluntary agreement. It works alongside the Discipline Policy and Disciplinary Committee Terms of Reference, which govern conduct complaints, formal hearings, sanctions, and temporary measures.

Policy owner	Board of Directors / President
Operational lead	President or designated impartial intake lead, supported by the Disciplinary Committee Chair.
Effective date	September 30, 2026
Review cycle	Annually, or sooner if Club governance, OVA, Volleyball Canada, UCCMS, or legal requirements change

Contents

- 1. Purpose and principles
- 2. Scope and jurisdiction
- 3. Definitions
- 4. Safety and matters requiring referral
- 5. Raising a concern and intake
- 6. Initial review and suitability
- 7. Informal discussion and facilitation
- 8. Mediation and restorative resolution
- 9. Agreements and implementation
- 10. Unresolved disputes and escalation
- 11. Youth participation and fair access
- 12. Temporary measures and protection from retaliation
- 13. Confidentiality and records
- 14. Roles and responsibilities
- 15. Forms and templates
- 16. Review and related documents

1. Purpose and principles

Durham Attack Volleyball Club is committed to a safe, respectful, inclusive, athlete-first environment that develops character through the pursuit of excellence. This policy provides a consistent way to address disagreements early, clarify expectations, repair relationships, and identify practical solutions within Club authority.

- Fairness: participants will have an appropriate opportunity to explain their concerns, understand the process, and consider proposed outcomes.
- Safety: reporting and protective action take priority over discussion or settlement.
- Voluntary participation: no person is required to negotiate, mediate, apologize, or accept a settlement under this policy.
- Impartiality: the people administering or facilitating a dispute must disclose conflicts and step aside where their involvement could affect fairness.
- Accountability: agreements must identify responsibilities and follow-up, and unresolved matters must be directed to the appropriate decision process.

2. Scope and jurisdiction

Who is covered. This policy applies to athletes, coaches, parents/guardians, spectators, volunteers, managers, administrators, team officials, technical staff, committee members, directors, and other people participating in or representing the Club. Its application does not create membership or voting rights beyond the By-laws.

What is covered. Disputes may concern Club communications, team expectations, athlete roles, program administration, team expenses, or relationships arising from Club activities, travel, meetings, or online communications. Off-court issues may be addressed where they affect Club participants or relationships and are within Club jurisdiction.

Technical and administrative decisions. A participant may seek an explanation or raise a concern about how a policy or decision was applied. This policy does not guarantee playing time, selection, a refund, a change of team, or reversal of a coaching decision. Any agreed change must comply with the applicable policy and be approved by the person or body authorized to make it.

Relationship with discipline. Allegations of misconduct are screened under sections 5 and 6 of the Discipline Policy. Only suitable matters may be referred to here for voluntary resolution. Findings of misconduct, compulsory corrective steps, sanctions, and formal hearings remain under the Discipline Policy. A disagreement does not become misconduct merely because it is unresolved.

Governing requirements. Applicable law and the Club's By-laws prevail over this policy. Requirements and decisions of OVA, Volleyball Canada, and other competent authorities govern matters within their jurisdiction. This policy does not replace reporting duties, a governing appeal process, contractual procedures, or powers reserved to the Board or Members.

3. Definitions

Term	Meaning
Club and Board	Club means Durham Attack Volleyball Club. Board means its Board of Directors constituted under the By-laws.
Dispute	A disagreement about Club-related interests, expectations, relationships, administration, or decisions. A dispute may include a conduct allegation that requires separate screening or referral.
Parties	The people or bodies directly involved in a dispute. Complainant and Respondent retain their meanings under the Discipline Policy when that policy applies.
Alternative dispute resolution or ADR	Voluntary discussion, facilitation, mediation, or restorative steps intended to produce an agreed resolution. A facilitator supports communication; a mediator helps parties explore settlement. Neither imposes a decision under this policy.
Intake lead	The President or another impartial person designated to receive the concern, screen it, coordinate the process, and identify the appropriate referral. Program lead means the director, Vice-President, or other official currently assigned the relevant program portfolio.
Days	Deadlines stated in days in this policy mean business days, excluding weekends and statutory holidays, consistent with the Discipline Policy. Hours mean elapsed hours. By-law periods remain calendar days under the By-laws; external deadlines retain the definition used by the applicable authority. A period in days starts on the next business day after the stated event.
Minor	For representation in the Club process, a person under 18, consistent with the Discipline Policy. This does not narrow the definition or protections applicable under the UCCMS or another governing process.
Temporary Measures	Precautionary steps imposed by an authorized person under the Discipline Policy or another governing process. They are not findings of misconduct.

4. Safety and matters requiring referral

Immediate action. In an emergency or immediate danger, contact emergency services. A concern involving safety, suspected abuse, maltreatment, or retaliation may be reported immediately. No person must observe the 24-hour rule, approach the person complained about, use a Parent Rep, obtain Club permission, or attempt ADR before reporting.

Child protection. The Club will not investigate alleged child abuse or attempt to settle it privately. A person with a legal duty to report must report directly and immediately to the appropriate children's aid society and must not rely on a Club official to report for them. Notify police where appropriate and comply with applicable reporting obligations. Internal reporting does not replace external reports.

OVA and Safe Sport referral. The intake lead will promptly refer to allegations of UCCMS Prohibited Behaviour, serious maltreatment, serious Safe Sport concerns, and other matters within OVA jurisdiction to the OVA Discipline Chair or appropriate designated process, consistent with section 6 of the Discipline Policy. The Club will seek jurisdictional guidance where needed without delaying the required report. Participants may use the reporting route published on OVA's Discipline and Complaints webpage directly.

Limits on Club resolution. These allegations will not be treated as ordinary interpersonal disputes under this policy. Any later ADR concerning a referred matter must be permitted and directed by the authority responsible for it. The Club will not conduct a parallel investigation or use settlement to close that authority's process.

Mixed concerns. Where a matter includes both an operational disagreement and alleged misconduct, the intake lead will record and route each issue. Any discussion of the operational issue must not interfere with reporting, evidence preservation, protective measures, or the conduct process.

5. Raising a concern and intake

Team concern pathway. Where safe and appropriate, use the Member Handbook pathway. Athletes in 17U and 18U are encouraged to raise ordinary role and development concerns with coaches. Parents/guardians may assist younger athletes, with appropriate age-appropriate athlete involvement. Schedule a suitable meeting and use the Parent Rep to support communication where helpful. Unresolved issues go to the relevant program lead and then the President.

The 24-hour rule. For routine concerns, allow at least 24 hours after the practice, tournament, or incident before approaching a coach, and avoid approaching a coach within 24 hours before a competition, consistent with the Handbook and Code of Conduct. This communication rule does not postpone an urgent report or a complaint or appeal filing deadline.

Written requests. A request for Club assistance should be submitted to the President or executive member responsible for the relevant program, normally within 14 days of the incident or becoming aware of it. If the President is involved or conflicted, send it to another Board member. The receiving official will arrange an impartial intake lead. The Club will publish current contact details with this policy.

Information requested. Identify the parties and their roles, the issue and relevant dates, any policy or decision involved, supporting documents or witnesses, steps already taken, the outcome sought, and any safety, accessibility, or representation needs. A participant need not identify the correct policy before seeking help.

Accessible intake and late requests. The intake lead may accept an oral or assistance request and document it for confirmation where writing is impractical. A late request will be considered in light of safety, age, accessibility,

delayed disclosure, available information, and fairness. The normal 14-day period is not a bar to reporting a Safe Sport concern. External filing rules still apply.

Acknowledgement. The Club will attempt to acknowledge receipt within 48 hours, identify the intake lead, and explain the immediate next step. Necessary safety action and referral begin without waiting for acknowledgement.

6. Initial review and suitability

Initial review. The intake lead will assess jurisdiction, immediate risk, conflicts, the nature of the issue, and whether voluntary resolution is appropriate. The lead may consult the Disciplinary Committee Chair, relevant program lead, Technical Director, an independent advisor, or OVA as necessary, sharing only information needed for that purpose.

Suitability. ADR requires the informed agreement of all parties, a realistic ability to participate freely, and outcomes within the participants' authority. The lead will consider age, coach-athlete and other power imbalances, repeated conduct, intimidation, potential harm, accessibility, and whether separate meetings or an independent mediator could support safe participation. Consent alone does not make an unsafe matter suitable.

Routing outcome. The lead will tell the parties whether the matter is suitable for discussion or mediation, belongs under the Discipline Policy, requires another governing decision process, or is being referred externally. The target is to communicate this within five days after receiving sufficient information, with reasons and next steps appropriate to privacy and safety needs.

Insufficient information or inappropriate requests. Seek reasonable clarification before closing a request for insufficient information. Any dismissal of a conduct complaint must follow the Discipline Policy. A concern that is unproven, unsuccessful, withdrawn, or unsuitable for ADR is not by itself frivolous or made in bad faith. Parties will receive a written explanation of a closure or referral and may raise a material intake error with an uninvolved Board member.

7. Informal discussion and facilitation

Arrangements. The intake lead may arrange a direct discussion or appoint an impartial facilitator. Before it starts, explain the issue to be discussed, participants, format, confidentiality limits, and the right to stop. Meetings may be in person, online, by telephone, or through separate communications.

Discussion. Parties should have an opportunity to explain the impact of the issue, clarify expectations, and propose practical steps. The facilitator may summarize common ground and outstanding issues but will not decide disputed facts or impose an outcome.

Outcomes. Suitable agreements may address communication arrangements, clarification of team expectations, development discussions, an agreed apology, education, or practical repair. Record agreed actions, responsible persons, and dates. If discussion does not resolve the matter, the parties may consider mediation or move to section 10.

8. Mediation and restorative resolution

Appointment. With all parties' agreement, the intake lead will arrange a mediator acceptable to the parties and approved by the Club. The mediator must disclose actual, potential, or perceived conflicts and have experience appropriate to the dispute, including youth participation where relevant. The Club may retain an external mediator when independence or complexity warrants it.

Participation agreement. Before mediation, record consent, scope, the mediator's role, participants and representatives, format, confidentiality and reporting exceptions, information-sharing arrangements, costs, and a completion date. The mediator will establish the format after consulting the parties, taking safety and accessibility into account.

Timelines. The target is to begin within 14 days after the mediator is appointed and to complete the process within 30 days after appointment. The mediator and parties may agree on a different period. The intake lead will record changes and any effect on a related Club process. Urgent operational deadlines should be identified at intake and addressed promptly.

Costs. There is no Club fee to raise a concern. Any external mediator fee and allocation of costs must be disclosed and agreed before costs are incurred. Club spending requires the approval required by its By-laws; a committee cannot incur debt for the Club. Parties normally pay for their own advisors. If cost prevents participation, the lead will consider an accessible alternative or referral without treating this as misconduct.

Right to stop. A party may decline or withdraw from ADR at any time before agreement. The mediator will stop if the process becomes unsafe, coercive, outside scope, or unlikely to assist. Declining ADR or declining a proposed settlement is not grounds for a sanction or an adverse finding. Required participation in a separate formal discipline process remains governed by that policy.

9. Agreements and implementation

Written terms. A resolution will identify the parties, issues resolved and unresolved, actions and responsible people, completion dates, required approvals, permissible disclosures, follow-up arrangements, and how a concern about implementation may be raised. All parties will receive the terms and a reasonable time to understand them and obtain advice before signing or confirming them in writing.

Approval and authority. An agreement cannot bind a non-party, change a governing rule, commit Club money, or alter membership, a disciplinary outcome, or a protective measure without the required authority and process. Club obligations require approval by an authorized, unconflicted decision-maker and the applicable signing requirements. If approval is outstanding, the agreement must say that it is conditional and when that condition must be met.

Effect. Once all required consents and approvals are obtained, an agreement is final within the Club process for the issues expressly settled. It is not subject to a fresh merits appeal under this policy. A concern about coercion, lack of authority, validity, interpretation, or non-compliance may be raised with an uninvolved intake lead for appropriate referral. This policy does not remove legal rights or remedies.

Reporting and safety preserved. No agreement may prohibit a lawful report, restrict cooperation with a competent authority, conceal a Safe Sport concern, or require withdrawal of a report as a condition of resolution. Any remaining discipline or external process continues unless the authority responsible for it confirms otherwise.

Follow-up. The intake lead will retain the final agreement, provide implementation instructions only to those who need them, and check completion by the agreed dates. A breach concern will be assessed fairly, including any explanation for delay. New alleged misconduct returns to discipline intake; an alleged breach of a voluntary agreement does not itself trigger automatic suspension under this policy.

10. Unresolved disputes and escalation

Closing ADR. If a party declines or withdraws, the deadline expires without agreement, or the mediator ends the process, the mediator will advise the intake lead whether the matter is fully resolved, partly resolved, or unresolved. Settlement offers and confidential discussion details will not be included in the closure report.

Conduct complaints. Unresolved conduct allegations return to the appropriate minor or formal process under sections 7 to 10 of the Discipline Policy. Panel appointments, notice, evidence, hearings, decisions, and sanctions follow that policy. A mediator will not later investigate or adjudicate the same matter or advise its decision-maker on the merits.

Other Club disputes. The intake lead will identify the official or body authorized by the governing policy or By-laws to address the remaining issue. Ordinary program concerns follow the program lead and President pathway; reserved governance matters go to the Board or Members as required. The responsible decision-maker must manage conflicts, explain the issues being considered, permit an appropriate response, and communicate the outcome and reasons in writing. This policy creates no separate disciplinary tribunal or general appeal panel.

Reconsideration and external routes. Requests concerning a disciplinary decision following section 13 of the Discipline Policy. The Club may seek assistance from the Region 4 Council or the OVA when appropriate, but that assistance is not an automatic appeal. The OVA or another external body determines whether it has jurisdiction and accepts a matter under its own rules. A closure notice will identify any known applicable route and deadline without promising acceptance.

Deadlines and existing decisions. Seeking ADR does not automatically pause a complaint, appeal, statutory, or other governing deadline, or suspend an existing decision. Only the authority controlling a deadline or decision can authorize a change. Any permitted pause must be confirmed in writing with a restart date and remaining time. Parties should make any required filing while seeking resolution.

11. Youth participation and fair access

Representation. A Minor must have a parent/guardian or other appropriate adult representative during the formal Club process, including formal mediation. Process communications will go through that representative unless law or a child protection authority requires otherwise. If a proposed representative is implicated or has a conflicting interest, arrange another appropriate adult and obtain required guidance or authorization before proceeding.

Athlete voice. Explain the process and proposals in language suited to the athlete's age and understanding. Seek the athlete's views and willingness to participate without placing responsibility for resolving an adult conflict with the athlete. Guardian agreement does not justify forcing a child into an unsafe meeting or settlement. Obtain any legally required consent or approval before treating terms affecting a Minor as effective.

Support and accessibility. Parties may have a support person, advisor, or legal counsel at their own expense. The lead will consider reasonable accommodation, interpretation, accessible formats, breaks, remote participation, and separate meetings. Support persons must respect confidentiality and must not intimidate another participant. An adult athlete may request support without compulsory parental involvement solely because of this Club policy.

12. Temporary measures and protection from retaliation

Authority. Where protection is required, the intake lead will engage the authorized person under section 11 of the Discipline Policy or the relevant external process. This policy creates no separate power to suspend a person. Measures already in effect continue until changed or removed by the authority responsible for them.

Retaliation. No participant may intimidate, threaten, penalize, or disadvantage another person for raising a good-faith concern, supporting a participant, reporting to an authority, or choosing whether to participate in ADR. Alleged retaliation will be screened under the Discipline Policy and referred externally where required. An athlete must not be penalized merely because a parent/guardian raised a concern.

13. Confidentiality and records

Limits of confidentiality. Parties, representatives, facilitators, and Club officials must protect process information. Disclosure is permitted where needed for advice or support, lawful reporting, compliance with law, safety, implementation, or a competent authority's requirements. No participant will be promised absolute secrecy or prevented from reporting their experience.

Settlement communications. Within the Club process, confidential mediation statements, admissions made solely for settlement, and unaccepted offers will not be used to prove misconduct without the parties' consent, except where disclosure is required by law or necessary for safety or a mandatory report. Independently existing documents and evidence do not become protected merely because they were discussed in mediation. The Club cannot guarantee how an external authority will treat information.

Case records. Keep the request, screening and conflict decisions, participation agreement, agreed timelines, final agreement or closure notice, referrals, and compliance records securely with access limited to authorized persons. Keep mediator working notes separate from any disciplinary decision record. Agree how those notes will be stored and disposed of, subject to applicable retention, reporting, and preservation obligations.

Oversight. Provide the Board with only information needed for governance or authorized decisions. General reporting should use aggregate or de-identified information. The Club will set an appropriate retention schedule and preserve records while proceedings, required reporting, or a legal preservation obligation remain outstanding.

14. Roles and responsibilities

Role	Dispute resolution responsibilities
Board of Directors	approves the policy and necessary delegations, confirms authorized intake arrangements, approves required resources and Club commitments, manages governance conflicts, and reviews implementation annually.
President or intake lead	receives and screens requests, coordinates safe referrals and ADR, records timelines and outcomes, and monitors agreed actions. A conflicted President has no access to or control over the substantive handling of that case beyond what law requires.

Disciplinary Committee Chair	supports jurisdiction and suitability screening and arranges any return to discipline under the existing Terms of Reference. Access to a case is limited by role, conflict, and confidentiality requirements.
Mediator or facilitator	remains impartial, manages voluntary discussions, assesses continuing suitability, and records the outcome without imposing a decision.
Program leads and Technical Director	help clarify program expectations and implement authorized outcomes; they do not act as neutral reviewers of their own conduct or decisions.
Coaches, team officials, and Parent Reps	support the concern pathway, report safety issues, and avoid investigating or deciding complaints without proper appointment.
Parties and representatives	communicate respectfully, preserve relevant information, comply with reporting obligations, and carry out valid agreements.

Conflicted leadership. An uninvolved Board member will coordinate an alternative intake arrangement when necessary. If sufficient impartial Club personnel are unavailable, seek an independent person or OVA guidance through a lawful Board process. External assistance does not replace a decision reserved by the By-laws to the Board or Members. This policy does not establish another standing committee or alter the Disciplinary Committee's composition or voting rules.

15. Forms and templates

15.1 Request for dispute resolution

Name and contact information; role and team; other parties; representative for a Minor; relevant incident or decision and date first known; description of the concern; policy or expectation involved if known; supporting information; steps already taken; preferred outcome; safety concerns; accessibility or support needs; and any urgent filing or event deadline.

Intake record: date received; acknowledgement date; case identifier; impartial intake lead; conflict check; immediate action; jurisdiction and referral decision; reasons; ADR suitability and consent; next step; and date communicated to parties.

15.2 Agreement to participate

Case identifier; parties and representatives; mediator or facilitator and conflict declaration; issues within scope; voluntary consent and right to withdraw; meeting format; support and accommodation arrangements; confidentiality and reporting exceptions; treatment of settlement communications; cost approvals; completion date; any authorized pause in a separate process; and written confirmations and dates.

15.3 Resolution and closure record

Case identifier; issues resolved and unresolved; agreed actions and responsible persons; due dates; approvals and conditions; permitted disclosures; required reporting; follow-up contact and review date; implementation concern route; confirmation of informed consent; signatures or written confirmations; and date effective.

If unresolved: date and reason ADR ended without attributing fault for declining settlement; outstanding issues; destination process and contact; known applicable deadlines; status of any temporary measures; and date the closure notice was provided.

16. Review and related documents

The Board will review this policy annually with the Discipline Policy and Disciplinary Committee Terms of Reference, Club By-laws, Member Handbook and Code of Conduct, and applicable OVA, Volleyball Canada, and UCCMS requirements. Review should consider timeliness, access, recurring concerns, and implementation of agreements without unnecessary disclosure of personal information.

The Board will approve the effective date, confirm the operative versions of related Club documents, and publish the policy and current intake contacts. Amendments to other governing documents must follow their own approval requirements.