DURHAM ATTACK VOLLEYBALL CLUB

A clear path to resolving concerns

Players / Parents and guardians / Coaches

SAFETY FIRST - REPORT NOW

Immediate danger? Call **911**.
Suspected abuse, bullying, harassment or threats? Contact an uninvolved Club official or report directly to OVA. Do not wait or try mediation first.
A legal duty to report child abuse must be met directly with children's aid.

ORDINARY TEAM OR CLUB CONCERN

1 Talk when it is safe and calm

Arrange a coach conversation. Wait 24 hours after the event; avoid the 24 hours before competition. A parent or Parent Rep can help.

↓

2 Ask the Club for help

Still unresolved? Age Group/Program VP, then President. Write within 14 business days of the issue.
President involved? Contact another Board member.

↓

3 The Club checks the next step

Aim: acknowledge within 48 hours. An uninvolved person checks safety and the right process. Misconduct or safety issues go to the proper authority.

↓

4 Choose supported discussion

If safe and everyone agrees, a neutral person helps. Mediation is voluntary. You may decline or stop before agreeing.

↙ ↘

AGREEMENT	NO AGREEMENT
Write down actions, people and dates. Get required approvals. The Club follows up.	The Club explains the next route: a program decision, discipline process or outside body.

Support is available. Under-18s need an appropriate adult in the formal process.
No retaliation for speaking up. Discussion does not pause filing deadlines.

OVA reporting: ontariovolleyball.org/discipline-and-complaints | Club contacts: durhamattack.ca

Summary only. The full Dispute Resolution Policy and governing rules apply.