DURHAM ATTACK VOLLEYBALL CLUB

How to raise a concern

A plain language guide for players, parents and coaches

Safety concern? Report it now

If someone is in immediate danger, call **911**. For suspected abuse, bullying, harassment or threats, report promptly to an uninvolved Club official or through **OVA Safe Sport**. You may report directly to OVA. Do not wait 24 hours or try to settle it yourself. If you have a legal duty to report suspected child abuse, report directly to a children's aid society; telling the Club does not replace that duty.

For ordinary team or Club disagreements

1 Start with a calm conversation

If it is safe, arrange a time to speak with the coach. Wait at least 24 hours after the practice, tournament or incident, and avoid the 24 hours before a competition. Involve the player in an age-appropriate way. A parent/guardian or Parent Rep can help with communication.

2 Ask the Club for help if it is not resolved

Contact the director or Vice-President responsible for your program/age group, then the President. For a written request, contact the program executive or President, normally within **14 business days** of the incident or learning about it. If the President is involved, contact another Board member. Ask for help if writing is difficult.

3 Explain the issue and what would help

Include who was involved, what happened and when, steps already taken, useful records, and the outcome you want. Flag safety concerns or urgent deadlines. The Club aims to acknowledge your request within **48 hours**. Someone who is not involved in the dispute will check the appropriate next step.

4 Try supported discussion or mediation if suitable

If everyone agrees and it is safe, a neutral person can help you work toward a solution. Mediation is voluntary: you can decline or stop before an agreement. Under-18s need a parent/guardian or appropriate adult representative in the formal process. You may ask for a support person or accessibility help.

5 Record the outcome and follow up

If you agree, write down who will do what, by when, and any Club approval needed. The Club follows up. If there is no agreement, the Club explains the next route: a program decision, the discipline process, or an outside body such as OVA. Not reaching agreement is not, by itself, misconduct.

Throughout: Be respectful. Do not punish anyone for raising a good-faith concern. Keep details private while seeking support or making required reports. Discussion does not pause complaint or appeal deadlines.

Contacts: Find current Club officials at durhamattack.ca. OVA reporting: ontariovolleyball.org/discipline-and-complaints.
This is a summary of the draft Dispute Resolution Policy. The full policy and governing rules apply.