

# Concerns & Conflict Resolution Policy

As a part of having a successful organization, the KVA has put in place clear expectations for parents, coaches and athletes to help things run to the best of our ability, and to make sure our athletes have an enjoyable experience. By clearly presenting our goals and expectations before the season we hope to avoid any conflict or misunderstanding between players, athletes and coaches.

When questions or concerns exist, communicate directly with the coach or the parent of the athlete.

- We believe that communication at the team level is essential for success, and that all parents' and coaches' concerns should be brought up within the team first. In most cases, it is important that the athlete attends the meeting to help clarify details provided by the coach and parent.
- There is a mandatory 24 hours after an incident has occurred before approaching a coach or parent. It is important to set up a meeting time outside of regular practice or games. Email contact is preferred.
- Parents or Coaches requesting a meeting should bring their written, specific concerns to this meeting to ensure optimal objectivity.

If, after discussion with the coach or parent, concerns or questions still remain please contact [Ed@kamvolleyball.ca](mailto:Ed@kamvolleyball.ca) to investigate further. In extenuating circumstances, where a family does not feel comfortable approaching the coach of the team, please email [Ed@kamvolleyball.ca](mailto:Ed@kamvolleyball.ca).

## Concerns & Violations

If the concern is a direct violation of Volleyball BC's and/or KVA Volleyball Code of Conduct (ie. abuse, harassment etc), please contact [Ed@kamvolleyball.ca](mailto:Ed@kamvolleyball.ca) immediately.

- Be sure to include detailed information about the event/incident including date and time and parties involved.
- The KVA Board will become involved to investigate the situation.
- The KVA Board reserves the right to determine appropriate sanctions for any violation of these guidelines (such sanctions may vary from removal of the objectionable material, suspension or dismissal of the person).

**Allegations of a serious or criminal nature should be reported immediately to the police or relevant agency and will not be investigated by the KVA.**