



Complaint & Dispute Resolution Policy

Purpose

This policy ensures that all members of Prairie Fire Volleyball Club (i.e., athletes, parents, coaches, and volunteers) have a clear, respectful process for resolving complaints or disputes within the club.

Guiding Principles

We believe in open communication, mutual respect, and a commitment to positive youth development. Complaints will be handled in a timely, confidential, and impartial manner.

Step-by-Step Resolution Process

Step 1: Informal Resolution

Whenever possible, complaints should first be addressed directly and respectfully, in this order:

- Athletes should speak with their coach.
- Parents should contact the coach directly via email or scheduled meeting.
- Coaches and Volunteers should contact the Club President directly.

Step 2: Escalation to Club Leadership

If the issue is not resolved following the informal resolution process, or if direct communication is not appropriate you may contact the Club President info@prairiefirevc.ca and submit the complaint in writing, including:

- Your name and contact info
- Description of the issue
- Any steps already taken

Step 3: Formal Review

The club's Board of Directors will review the complaint and may:

- Interview involved parties
- Consult relevant policies
- Recommend actions or resolutions for involved members
- Reach Decisions on how the Club will address the complaint or dispute. A written response will be provided within 10 business days.

Step 4: External Resolution (if applicable)

If the issue involves a serious breach of conduct, safety, or ethical complaints, it may be escalated by the member or by the Board of Directors to Sask Volleyball for mediation.

Confidentiality

All complaints will be handled with discretion. Only individuals directly involved in the resolution process and the Board of Directors will be informed of the resolutions, or actions taken.