VolleyballHype Complaint Resolution Policy

1. **Purpose and Scope**

Objective: To provide a fair, transparent, and timely method for addressing and resolving complaints, disputes, or code-of-conduct breaches within the club.

Scope: Applies to all club athletes, parents/guardians, coaches, volunteers, and board members.

Note: **Playing time, team selection, and coaching strategies are generally non-disputable operational decisions** and will not be reviewed as formal grievances unless they involve harassment, discrimination, or safety violations.

2. **Informal Resolution (Step 1)**

- **The 24-Hour / Cooling-Off Rule:** Parents and athletes must wait 24 hours after a game or event before contacting a coach regarding a concern.
- **Direct Dialogue:** The complainant should first attempt to address the issue directly and respectfully with the individual involved (e.g., parent-to-coach conversation scheduled outside of practice or match times).

3. **Filing a Formal Complaint (Step 2)**

If informal discussion does not resolve the issue, a formal written complaint may be submitted:

- Submission Window: Must be submitted in writing (via email) within 14 days of the alleged incident to the Club President, Club Director, or designated Complaint Coordinator.
- Required Information:
    - Name(s) of the complainant and individual(s) involved

    - Date, time, and location of the incident
    - A clear, factual description of the issue
    - Supporting documentation or witness names (if any)
    - The desired outcome or resolution

4. **Investigation and Conflict of Interest (Step 3)**

- **Conflict of Interest:** Any club director, board member, or investigator who has a personal relationship, family tie, or direct involvement with the parties in question must recuse themselves immediately. An alternate board member will be assigned.
- **Timeline:** The club will acknowledge receipt of the complaint within 2 business days and conduct a preliminary review or gather information from involved parties within 7 business days.
- **Meeting Protocol:** Any in-person or virtual resolution meeting must be attended by at least **two club representatives** to ensure accountability.

5. **Resolution and Decisions (Step 4)**

The club leadership/investigator will determine an appropriate outcome, which may include:

- Dismissal of the complaint (if unfounded or frivolous)
- Facilitated discussion or mediated settlement
- Internal disciplinary action (verbal warning, written warning, suspension from team activities, or removal from the club)
- Negotiated decisions are binding once accepted and cannot be appealed if agreed upon.

6. **Appeals Process (Step 5)**

- If a formal disciplinary penalty is imposed, the affected individual may submit a written appeal to the Club Board of Directors within **7 days** of receiving the decision.
- The Board will review the submission and render a final, binding decision.