



Raincity Volleyball Club – Dispute & Conflict Resolution Policy

“Organization” refers to Raincity Volleyball Club

Definitions

1. The following term has this meaning in this Policy:
 - a) **Alternative Dispute Resolution** – A method of resolving the dispute (such as by mediation, negotiated settlement, or other agreement between the Parties) that does not involve a formal process (e.g., a decision-making panel is not required)
 - b) **Individuals** – Refers to all categories of members and/or registrants defined in the Bylaws of the Organization who are subject to the policies of the Organization, as well as all people employed by, contracted by, or engaged in activities with the Organization including, but not limited to, employees, contractors, athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, and directors and executive.

Purpose

2. The Organization supports the principles of Alternate Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes. Alternate Dispute Resolution also avoids the uncertainty, costs, and other negative effects associated with lengthy appeals or complaints, or with litigation.
3. The Organization encourages all Individuals to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. The Organization believes that negotiated settlements are usually preferable to outcomes resolved through other dispute resolution techniques. Negotiated resolutions to disputes with and among individuals are strongly encouraged.

Application of this Policy

4. This Policy applies to all Individuals.
5. Opportunities for Alternate Dispute Resolution may be pursued at any point in a dispute when all parties to the dispute agree that such a course of action would be mutually beneficial.

Facilitation and Mediation

6. If all parties to a dispute agree to Alternate Dispute Resolution, a mediator or facilitator, acceptable to all parties, shall be appointed to mediate or facilitate the dispute. The mediator or facilitator should be a non-conflicted individual who has no regular involvement with the parties and no stake in the outcome of the dispute. This individual can be a director, volunteer, or independent individual from outside the organization.
7. The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated and shall specify a deadline before which the parties must reach a negotiated decision.

8. Should a negotiated decision be reached, the decision shall be reported to, and approved by, the Organization. Any actions that are to take place as a result of the decision shall be enacted on the timelines specified by the negotiated decision, pending the Organization's approval.
9. Should a negotiated decision not be reached by the deadline specified by the mediator or facilitator at the start of the process, or if the parties to the dispute do not agree to Alternate Dispute Resolution, the dispute shall be considered under the appropriate section of the Organization's discipline and appeal policies, as applicable.

Final and Binding

10. Any negotiated decision will be binding on the parties. Negotiated decisions may not be appealed.

PATHWAY for Complaints

- First line of communication should be with the coach or the team.
- If the complaint is about the coach then the individual should contact the Director.

Important Note about Abuse and Maltreatment: *If a volleyball organization is a member of Volleyball BC, they are obliged to report any complaint to the designated independent third party if the nature of the complaint falls under the definitions of abuse and maltreatment in the Volleyball BC [Code of Conduct and Ethics](#) and/or [Abuse Policy](#). For more information about how to contact the independent third party or what kinds of complaints this relates to, organisations can visit the VBC [Safety Hub](#) or email reporting@volleyballbc.org*

To see Volleyball BC's *Discipline and Complaints Policy* and *Appeal Policy* visit the Policy section on our [website](#).

ADDITIONAL RESOURCES

- SDRCC's [Main Causes of Disputes and Prevent Strategies](#)
- viaSport BC's [Essentials of Complaint Handling for Organisations](#)
- viaSport BC's [Four Ways to Start Managing Conflict Right Away](#)
- viaSport BC's [Flag Tool for Sports](#)
- viaSport BC's [How to Create an All-Win Situation](#)
- viaSport BC's [Addressing Peer to Peer Conflict](#)