



NORTHERN CHILL VOLLEYBALL CLUB

DISCIPLINE AND COMPLAINT POLICY

Rev.:
2019/09/29

1. PURPOSE

Northern Chill Volleyball Club expects its' Club Members including coaches, players, managers, administrators, and parents to fulfill their obligation and duties as set out in Northern Chill Volleyball Club's Agreements and Codes of Conduct. Irresponsible behavior can severely damage Northern Chill Volleyball Club's image and integrity within the community. Conduct that violates these values may be subject to sanctions pursuant to this policy.

2. SCOPE OF APPLICATION

- a. This policy applies to all Members of Northern Chill Volleyball Club, including coaches, players, managers, Directors, administrators, parents, volunteers, and trainers.
- b. This policy only applies to discipline matters that arise from Northern Chill Volleyball Club business, activities or events, including but not limited to practices, games, tournaments, travel with the Club and any meetings.
- c. Discipline and Complaints arising from outside Northern Chill Volleyball Club business or events will be dealt with pursuant to other Club polices or will be subject to sanctions on the Clubs sole discretion on how the complaint adversely affects Northern Chill Volleyball Club's image and values.

3. GENERAL

- a. Coaches, managers, players, and parents are expected to follow their respective agreements and Codes of Conduct.
- b. All Club Members may be sanctioned or suspended by the Club.
- c. During out of town competition, or when President is not available, the head coach has the discretion to temporarily suspend a player for a serious violation of the Athlete Agreement.
- d. The Northern Chill Volleyball Club is authorized to review parents' actions regarding abusive or otherwise unacceptable behavior directed towards coaches, officials, opposing players, or other spectators. Appropriate action will be taken depending on the severity of the behavior. Northern Chill Volleyball Club reserves the right to deny access of parents to the facility in which competitions and practices occur for inappropriate behavior.
- e. The Northern Chill Volleyball Club also reserves the right to dismiss a player based on poor attendance at practices and games. If the coach observes a continual issue of lack of attendance (with no sufficient warning), they may request the athlete be removed from the team. Any decisions will always come with a direct warning to both the athlete and the parents of the athlete from the coach and/or a club executive member before dismissal.

4. SANCTIONS

The Northern Chill Volleyball Club may apply the following disciplinary sanctions singly or in combination, for major infractions:

- a. Verbal or written warning;



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- b. Verbal or written apology;
- c. Removal of certain privileges;
- d. Suspension from certain Northern Chill Volleyball Club teams, events and/or activities;
- e. Suspension from all Northern Chill Volleyball Club activities for a designated period of time;
- f. Payment of the cost of repairs for property damage;
- g. Removal of Northern Chill Volleyball Club funding;
- h. Expulsion from Northern Chill Volleyball Club;
- i. Other sanctions as may be considered appropriate for the offense.

5. REASONS FOR SANCTIONS

The following are reasons for possible sanctions and suspension for players:

- a. Use of drugs or alcohol.
- b. Causing damage to hotels/facilities that your teams travel to.
- c. Bullying or hazing of teammates, parents, coaches, opposing teams/clubs, referees or spectators.
- d. Lack of attendance.
- e. Failure to comply with curfews or having friends in hotel room past curfew.
- f. Having other team or non-Club Members in hotel rooms without the coach's permission.
- g. Frequent use of foul language.

6. MINOR COMPLAINT PROCEDURE

- a. A less serious complaint in nature may be communicated directly to the person involved.
- b. Players are encouraged to communicate directly with their coach, parents are encouraged to help their children communicate appropriately with their coach.
- c. If a parent wishes to communicate a complaint to the coach regarding controversial issues (playing time), they should discuss with the manager privately, away from the team, and ensure the heat of the moment (24-hour rule) has passed.

7. MAJOR COMPLAINT PROCEDURE

- a. A Member who wishes to lodge a formal and serious complaint against another individual must do so in writing addressed to the Club President, or if the complaint is about the Club President, then addressed to another Board of Directors.
- b. On receiving a formal complaint, the President shall form a Discipline Committee with 2 other executive Members. The Discipline Committee should be made up of people with the least personal involvement with the person who the complaint relates to.
- c. The Discipline Committee will review the complaint and undertake any necessary action as it sees fit. This includes but not limited to investigating techniques and interviewing other Members. The Discipline Committee will review each case on an individual basis, taking into account the unique circumstances



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- d. The person against whom the complaint is made will be invited to discuss the circumstances surrounding the complaint with the Board. Parents will be included in discussion of any complaints regarding a player. The person will be given an opportunity to respond to the complaint prior to any action taken.
- e. The Discipline Committee will determine the appropriate sanction. Sanctions can include fines, suspensions, termination, or removal from position.
- f. The individual involved in the procedure will be notified verbally and in writing within 7 days of the discipline committee's decision. The decision is immediately in effect once communicated to the individual. Members who refuse to abide by the discipline committee's decision will have their Membership permanently terminated.