



Northern Chill Dispute/Complaint Resolution Guidelines

The Northern Chill Volleyball Club will respectively adhere to a 24 hour rule system for all complaints

All complaints must be submitted via the complaint form on the website. Any other format will not be accepted.

Any complaints that include profanity will be discarded.

Upon receipt of a complaint form, the form will be given to the appropriate personnel.

Please note all on court complaints are submitted to the Technical Director and resolved by the technical team.

The nature of the complaint will determine the process to which a resolution will be achieved. Examples include President only, President/Director of Operations or a Dispute Resolution Team.

Complaints are dealt with on an individual basis and sanctions will be administered based on the nature of the violation. This may include but not limited to written warnings, removal from club activities, or removal from the Club.

Appeals must be submitted in writing to the President.