

Complaint Dispute and Issue Resolution Procedure

Effective August 31, 2026 • Applies to the 2027 season and until replaced

The Club encourages concerns to be raised early and handled fairly, respectfully, promptly and without retaliation. Safety, discrimination, harassment, abuse and other serious misconduct will be addressed through the appropriate governing-body or legal process.

Primary contact. Jarrett Potskin, Club Director | pgtitansvolleyball@gmail.com

Matters covered

This procedure may be used for concerns about Club operations, coaching, team administration, playing-time communication, participant conduct, financial charges, policy application or other Club-related issues. It does not replace emergency services, child-protection reporting duties, police reporting, Volleyball BC processes or any other mandatory external process.

Resolution steps

Direct discussion, when appropriate. The person raising the concern should first speak respectfully with the person most directly involved after allowing reasonable time for emotions to settle. This step may be skipped when there is a safety concern, significant power imbalance, allegation of serious misconduct, or reasonable fear of retaliation.

Written complaint. If the issue is unresolved or direct discussion is inappropriate, submit the concern to the Club Director. Include the names of those involved, relevant dates, a description of what occurred, any supporting information, steps already taken and the requested outcome.

Acknowledgement and screening. The Club will normally acknowledge receipt within three business days. The Club Director will determine whether the matter can be handled informally, requires a formal review, should be referred to Volleyball BC or another authority, or falls outside the Club's jurisdiction.

Fair review. The reviewer may interview those involved, review documents and seek relevant information. Each person materially affected will have a reasonable opportunity to understand and respond to the substance of the concern. Information will be shared only as reasonably necessary.

Written outcome. The Club will aim to provide a written decision or status update within ten business days after receiving the information required for the review. Complex matters may require more time; if so, the parties will receive an updated timeline.

Review request. A person directly affected may request reconsideration within seven days of the decision by identifying a significant procedural error, relevant new information or a clearly unreasonable outcome. The Club will assign the request to an uninvolved person when reasonably possible.

Conflicts urgent matters and external reporting

If the complaint concerns the Club Director or the Director has a conflict of interest, the complainant may use the current Volleyball BC complaint or Safe Sport pathway published on the Volleyball BC website. The Club will appoint an uninvolved reviewer if the matter remains within Club jurisdiction.

Immediate danger or suspected criminal conduct should be reported to emergency services or police. Suspected child abuse or neglect must be reported as required by law.

Nothing in this procedure prevents a participant from accessing Volleyball BC, Volleyball Canada, law enforcement, child-protection, human-rights or other external processes.

Retaliation against a person who raises a concern in good faith, participates in a review or supports another participant is prohibited and may itself result in discipline.

Related policies

This document forms part of the Titans Volleyball Club 2027 policy collection. Read it alongside the other applicable Club policies and Volleyball BC policies.