



Discipline & Complaint Policy

This policy was approved by the Board of Directors on June 10, 2026.

1. Purpose

The purpose of this policy is to recognize the duty of London Volleyball Club (LVC), hereafter the Association, to ensure that all members behave in an appropriate manner in keeping with our Code of Conduct for athlete, coach, parent/guardian, volunteer, and spectator practices as outlined by the Ontario Volleyball Association ("OVA"), Volleyball Canada ("VC"), and the National Coaching Certification Program (NCCP).

Irresponsible, unethical, or harmful behaviour severely damages the Association's image and integrity within the OVA, VC, and its community more broadly.

2. Definitions

- a. LVC: London Volleyball Club.
- b. Board: The duly appointed members of the LVC Board of Directors.
- c. Committee: Any authorized and recognized committee of LVC.
- d. Members: Any person directly or indirectly involved in an approved activity in the capacity of competitor, observer, athlete, coach, assistant coach, practice volunteer, trainer, manager, parent, official, spectator, employee, committee member or association member or any other person present or involved in the activity.

3. Recognition of Duty of Care

The Association recognizes that it has a duty of care to its members to ensure that all participants in club programming behave in an appropriate manner while engaged in activities concerning the Association.

All members of the Association must apply and comply with this Disciplinary & Complaint Policy and the procedures within.

4. Code of Conduct

- a. All members must adhere to the respective Code of Conduct associated with each member's role.
- b. All coaches, staff, volunteers, team managers, parents/guardians and athletes are to sign off on their respective Code of Conduct prior to participating in Association events and/or at the beginning of each season, whichever comes first.

5. Scope of Application

- a. This policy statement applies to all members of the Association.
- b. This policy only applies to discipline matters that arise from the Association's business, activities or events, including but not limited to practices, games, tournaments, club-related travel, and any meetings.
- c. Discipline and complaints arising from outside the Association's business or events will be dealt with pursuant to other policies or will be subject to sanctions on the Association's sole discretion on how the complaint adversely affects London Volleyball Club's image and values, as determined by the Board of Directors.
- d. All club members may be sanctioned or suspended by the club, without refund on club dues or previous programs.

6. Alignment

- a. The Association may decide to take further action upon becoming aware of an individual who has been disciplined by the Ontario Volleyball Association, Volleyball Canada or another Provincial/Territorial Association, and if so, the individual will be involved under the terms of this policy.

7. Minor's Representative

- a. Complaints may be brought for or against an individual who is a minor (under the age of 18).
 - i. Minors must have a parent/guardian or other adult serve as their representative during this process. All communications, as applicable, must be directed to the minor's representative.
 - ii. A minor is not required to attend an oral hearing, if held.

8. Procedures for Complaints

The outline below is the recommended communication pathway for initiating a complaint requiring discipline by the club. Earlier steps may be skipped should the behaviour or conduct in question involve a more serious concern or an emergency, such as actions causing significant harm to others, or behaviour which has put members at risk for safety issues.

Phase 1

- a. A discussion takes place between the parties, including a reminder of the Code of Conduct.
 - i. Between coaches and athlete(s)
 - 1. If initiated by a coach: A discussion, often at the beginning or end of a training session, following safe sport and rule of two considerations - includes a follow up email to the parents/guardians outlining the concerns, changes, and next steps. Email should include at least one member of the BOD.
 - 2. If initiated by an athlete: A discussion, often at the beginning or end of a training session, following safe sport and rule of two considerations - includes a follow up email including the athlete's parents/guardians outlining the concerns, changes, and next steps. Email should include at least one member of the BOD.
 - ii. Between coaches and parent(s)/guardian(s)
 - 1. If initiated by a coach: A discussion, potentially at the beginning or end of a training session or a scheduled phone call - includes a follow up email outlining the concerns, changes, and next steps. Email should include at least one member of the BOD.
 - 2. If initiated by a parent/guardian: A discussion, potentially at the beginning or end of a training session or a scheduled phone call - includes a follow up email outlining the concerns, changes, and next steps. Email should include at least one member of the BOD.
 - iii. Between staff member(s) and/or volunteer(s) and athlete(s) and/or parent(s)/guardian(s)
 - 1. A discussion, in person or a scheduled phone call - includes a follow up email outlining the concerns, changes, and next steps. Email should include at least one member of the BOD.

Phase 2

- a. Should discussions, as outlined above, not produce reasonable outcomes, then the parties notify the BOD, in writing, that assistance is required in navigating the disciplinary concerns.
- b. The BOD determines whether the complaint is frivolous or within the Association's jurisdiction. If the latter, then there are then two pathways:
 - i. Parties attempt to use alternative dispute resolution techniques, if appropriate, as outlined in the Association's Dispute Resolution Policy.
 - ii. Parties undergo a more in-depth investigation.
 - 1. This pathway involves the BOD appointing two members of the Association to collect information, and then the BOD holds discussions to determine the outcome of the complaint and any disciplinary action.

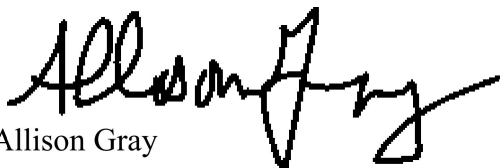
2. This may involve:
 - a. convening the parties to a meeting, either in person or by way of video or teleconference in order to ask the parties questions; or
 - b. carrying out further investigations as necessary.
- c. As applicable, the BOD may determine at any time that a complaint is of such seriousness as to warrant suspension of and/or the application of temporary measure(s) to an individual pending completion of a formal discussion, alternative dispute resolution technique, and/or broader investigation and/or decision of the BOD.
- d. Either pathway can involve one or more parties completing the OVA's [Complaint Form](#) where Sport Dispute Management Inc. (SDM), who has been appointed by the OVA Ethics Committee as the independent third-party Discipline Chair, will administer complaints.

Phase 3

- a. The BOD will determine if an infraction occurred, and, if so, it may apply one or more of the following sanctions:
 - i. verbal or written reprimand;
 - ii. verbal or written apology;
 - iii. service or other contribution to the Association;
 - iv. removal of certain privileges;
 - v. suspension from certain teams, events, and/or activities;
 - vi. suspension from all the activities of the Association for a designated period;
 - vii. payment of the cost of repairs for property damage;
 - viii. suspension of funding and/or programs;
 - ix. expulsion from the Association;
 - x. or any other sanction considered appropriate for the offence.

9. Decisions and Appeals

- a. The BOD will inform all parties of the decision in writing.
- b. Any sanctions will begin immediately.
- c. All decisions are final and not subject to appeal, and all information, evidence, and outcomes will be kept confidential unless disclosure is required by law.



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