G2 Athletics
Complaint, Concern, or Dispute Resolution Policy

1. Purpose

This policy establishes a clear and consistent process for addressing and resolving conflicts within G2 Athletics. It ensures that all members are treated fairly and respectfully while promoting open communication, accountability, and adherence to Safe Sport and Volleyball BC standards.

2. Scope

This policy applies to all members of G2 Athletics including athletes, parents/guardians, coaches, and administrative staff for any matter arising from a G2 Athletics program, event, or communication.At any point during the resolution process, G2 Athletics may consult or involve Volleyball BC (VBC) for additional guidance, alignment with best practices, or support in ensuring a fair and transparent process.

Step 1 - 5 of Resolution Process

1. Informal Stage
2. Escalation to Coach or Program Lead
3. Formal Complaint Submission
4. Mediation and Alternative Dispute Resolution (ADR)
5. Adjudication

---

3. Conflict Resolution Process

Step 1: Direct Communication (Informal Stage)

Action:
Individuals are encouraged to resolve concerns directly through calm, respectful communication with the other party.

Timeline:
Conversations should take place **within 24 hours of the incident**, wherever possible.

Outcome: If resolved, no further action is required. If unresolved, proceed to Step 2.

Step 2: Escalation to a Coach or Program Lead

Action:
If the issue remains unresolved, the concern must be submitted **in writing** (email or letter) to the **coach or program lead**. Parents may submit on behalf of minors.

Submission should include:

- A clear description of the issue
- Steps already taken to address it
- Names of individuals involved

Timeline:
The coach or program lead will **acknowledge receipt within 48 hours** and may schedule a meeting with all parties.

Step 3: Formal Complaint Submission

Action:
If informal resolution fails, a formal complaint may be submitted to **G2 Athletics Administration** or the **Designated Disciplinary Officer**.

Submission must Include:

- A detailed account of the issue
- Supporting documentation or evidence
- Summary of previous resolution attempts
- Desired resolution or outcome

Process:
G2 Administration will **acknowledge receipt within 3 business days,** review the complaint, and conduct an investigation which may include interviews and review of relevant materials.

Outcome:
A **written summary of findings** will be issued to all parties.

Step 4: Mediation / Alternative Dispute Resolution (ADR)

Action:
If appropriate, G2 Athletics may initiate mediation or another ADR process to achieve a collaborative solution.

Mediator:
A neutral third party (internal or external) will facilitate discussions.

Outcome:
If an agreement is reached, it will be **documented and final.** If unresolved, proceed to Step 5.

Step 5: Formal Adjudication

Action:
If ADR is unsuccessful or declined, the case will be reviewed by the **G2 Athletics Executive Committee** or an appointed **Adjudication Panel.**

Process:
The panel will review all reports, submissions, and evidence presented.

Decision:
A **final written decision** will be issued within **10 business days** of review.
This decision may include corrective action, disciplinary measures, or dismissal of the complaint.

Finality:
All decisions are **final and binding**.

---

4. General Provisions

Confidentiality:
All proceedings are confidential and shared only with individuals directly involved.

Representation of Minors:
Parents or legal guardians must represent minors during any formal process.

Prohibited Conduct:
Personal attacks, hostile acts, collusion, or other inappropriate behaviors among members are strictly prohibited. Violations may result in suspension or removal from the program without refund.

Authority of the Executive Committee:
Decisions are made in the collective best interest of G2 Athletics members. All Executive Committee decisions are final.

---

5. General Provisions

Policies are reviewed **monthly** to ensure alignment with Safe Sport and Volleyball BC standards. Updates take effect immediately upon publication on the G2 Athletics website.

---

6. G2 Athletics Resolution Form

Player Name: _____Date: _____
Team: _____Coach: _____

Conflict Details:
(Explain in detail, include dates, and list names of those involved)

Attempts Made to Resolve Conflict:

Desired Outcome:

Player Signature: _____
Guardian Signature: _____

Email Form To: info@g2athletics.com

Executive Committee Recommendation:

President Signature: _____ Date: _____

*Disclaimer: **Our policies are reviewed on a weekly and monthly basis to ensure and reflect Safe Sport best practices and Volleyball BC alignment and to provide the highest level of support for all participants and members. As a result, updates and changes may occur accordingly. We encourage all members to review policies regularly on our website, as any modifications will take immediate effect.*