



MISSION VOLLEYBALL CLUB

Conflict Resolution Policy

Approved: July 2026

Scope: Applies to all athletes, parents/guardians, coaches, team managers, club officials, and volunteers of Mission Volleyball Club (MVC).

1. Purpose & Philosophy

Mission Volleyball Club is committed to providing a positive, challenging, and supportive environment where young athletes can develop life skills such as teamwork, discipline, accountability, and respect. On occasion, disagreements or conflicts may arise among athletes, parents, or coaching staff.

The purpose of this policy is to establish a fair, transparent, and step-by-step process to resolve interpersonal issues, disputes, or grievances. The objective is to address conflicts constructively, locally, and as close to the source as possible, minimizing disruption to the team and protecting the emotional well-being of youth athletes.

2. The 24-Hour Rule (Mandatory Cool-Down Period)

To prevent emotionally driven or reactive confrontations, MVC strictly enforces a 24-Hour Rule regarding competitive play, coaching decisions, playing time, and tournament events.

- **No Immediate Contact:** Parents, guardians, and athletes are strictly prohibited from approaching a coach or team manager to discuss a grievance immediately during, or within 24 hours following, a practice, scrimmage, or Ontario Volleyball Association (OVA) tournament match.
- **Exceptions:** The 24-Hour Rule is automatically waived if the immediate safety, physical health, or medical well-being of an athlete is at risk.

3. Step-by-Step Escalation Pathway

Disputes must follow the formal chain of communication outlined below. Skipping steps or contacting the Executive Board prematurely will result in the grievance being redirected back to the appropriate level.

[Step 1: Athlete-to-Coach]



[Step 2: Parent-Coach Meeting]



[Step 3: Team Manager Mediation]



[Step 4: Executive Board Hearing]

Step 1: Informal Resolution (Athlete-to-Coach)

MVC prioritizes fostering independent leadership, communication, and personal growth in our athletes.

- Action: If an athlete has a concern regarding playing time, positioning, or team dynamics, the athlete should request a brief, discreet conversation with their head coach outside of active practice hours following the Volleyball Canada Open and Observable Environments: Rule of Two (*see image attached below*).
- Note: For younger age groups (11U–13U), a parent may accompany the athlete to provide comfort, but the athlete is encouraged to lead the discussion.

Step 2: Formal Team-Level Review (Parent-Coach Meeting)

If Step 1 does not resolve the issue, or if the grievance is directly between a parent/guardian and a coach:

- Action: The parent/guardian must request a formal meeting with the coach via written email (relying on the 24-hour rule if applicable).
- Parameters: This meeting must take place in a neutral, mutually agreed-upon space (such as a designated meeting area at the W.B. George Building) and never on the active court surface during a training session. The athlete should generally be present unless the sensitivity of the topic dictates otherwise.

Step 3: Team Manager Mediation

If a resolution is not achieved at Step 2:

- Action: The matter must be brought to the designated MVC Team Manager.
- Parameters: The Manager will review the written summaries of the previous steps, act as an objective mediator, and conduct a joint meeting with the coach and parent to establish a mutually agreeable action plan.

Step 4: Executive Board Hearing



If a conflict involves severe behavioral issues, alleged violations of the club's Code of Conduct, or remains unresolved after Step 3:

- Action: A formal *Conflict Grievance Form* must be submitted in writing to the MVC Executive Board via missionvolleyball2026@gmail.com.
- Parameters: The Executive Board will review the submission, interview the involved parties if necessary, and render a final, binding decision. Disciplinary actions or resolutions handed down by the Board may include formal warnings, probationary periods, or temporary/permanent suspension from the club.

4. Zero Tolerance for Retaliation and Bullying

- No Retaliation: MVC maintains a strict zero-tolerance policy for any form of retaliation or negative treatment directed at an athlete or family because a conflict or concern was brought forward in good faith.
- Confidentiality: All details, documentation, and discussions regarding a conflict or ongoing investigation will be treated with the utmost discretion and shared only with individuals strictly necessary to resolve.

5. Annual Policy Acceptance

By signing below, we confirm that we have read, understood, and agree to adhere to the Mission Volleyball Club Conflict Resolution Policy and its mandated steps.

Parent / Guardian Signature

Date

OPEN AND OBSERVABLE ENVIRONMENTS: RULE OF TWO



RULE OF 2

WHAT IS IT?

RULE OF TWO states that there will always be two screened and safety-trained adults with a participant, especially a minor athlete, when in a potentially vulnerable situation.

WHAT ARE OPEN AND OBSERVABLE ENVIRONMENTS?

Open and observable spaces involve making meaningful and concerted efforts to avoid situations where a person of authority: coach, official, staff member, etc., might be alone with an athlete and/or vulnerable individual.



Not closed or concealed from others



No closed doors or secluded locations



Others should be aware the interaction is taking place



Others can see, observe or take note of the interaction

INTERACTIONS



ONE COACH
ONE ATHLETE



ONE COACH
TWO ATHLETES



ONE TRAINED COACH
ONE SCREENED ADULT
ONE ATHLETE



TWO TRAINED AND
SCREENED COACHES
ONE ATHLETE



ELIMINATE

one-to-one electronic messaging and ensure that all communications are sent to the group and/or include parents (for minors) or other certified coaches and/or staff members.



CONSIDER

the gender of the participant when selecting the screened people for the closed meeting.

ENSURE

a minor participant rides in a vehicle with two screened adults present.



Volleyball Canada (VC) endorses the Coaching Association of Canada's Responsible Coaching Movement and all participants of VC events, activities, and meetings are encouraged to adhere to these best practice guidelines.
www.coach.ca/responsiblecoaching