

Dispute Resolution Policy

Approved: September 15, 2026

The Lanark United Volleyball Club (LUVVC) understands that disagreements are a natural part of any organization, especially in youth sports. LUVVC is committed to ensuring that concerns are investigated and resolved in a fair, transparent, timely, and appropriate manner for all involved, in accordance with our [LUVVC Mission and Values](#) and the principles and guidelines established by Ontario Volleyball (OVA).

Core Expectations for Athletes, Guardians, Coaches and Board Members

- **Fairness & Respect:** All parties involved in a dispute will be treated with dignity, respect, and due process.
- **24 Hour Rule:** Except in matters involving physical safety or conduct violations, parties must observe a 24-hour "cool-down" period following a match or practice before initiating discussions.
- **Informal First:** Members are encouraged to resolve disputes informally through direct communication whenever safe and appropriate.
- **Keep it off the Court:** Discussions (informal and formal) should take place outside of regular practice and game time.
- **Zero Tolerance:** Immediate formal action will be taken for allegations involving abuse, harassment, discrimination, or safety violations under OVA's Safe Sport Framework.

Informal Resolution Process

1. Direct Communication: The aggrieved party should first discuss the issue directly with the person involved.
2. Internal Escalation: If direct communication does not resolve the issue, the matter may be emailed to LanarkUnited@gmail.com to request starting the informal mediation process.

Formal Complaint Procedure

If an informal resolution cannot be reached, or if the issue involves a breach of the LUVVC Code of Conduct, a formal complaint may be submitted:

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- **Filing:** Complaints must be submitted by email at LanarkUnited@gmail.com to request starting the formal mediation process within 14 days of the incident.
- **Details Required:** The written complaint must include the date, parties involved, description of the incident, and requested remedy.
- **Review:** The LUV Executive will review the complaint within 7 business days to determine whether it falls under internal club jurisdiction or requires escalation to the OVA.

Dispute Resolution & Investigation

- **Panel Assignment:** The Executive Committee will appoint an impartial Dispute Committee (or neutral third party) to review the matter.
- **Submissions:** Both the complainant and respondent will be given the opportunity to present written or verbal statements and relevant evidence.
- **Decision:** The committee will issue a written decision with rationale within 14 business days of concluding its review.

OVA Jurisdiction & Safe Sport Disputes

Situations involving serious infractions, safe sport violations, or formal appeals of club decisions fall under the authority of Ontario Volleyball:

- **OVA Escalation:** Matters involving safe sport abuses, screening violations, or unresolved severe grievances must be directed to Ontario Volleyball's Independent Third Party (ITP) process as outlined in the OVA Screening & Safe Sport Policies.
- **Appeals:** Any party dissatisfied with a formal LUV decision may appeal to the OVA following the OVA Appeals Policy guidelines and timelines.