



Mariners Volleyball Club - Accountability and Resolution Process

Mariners Volleyball Club (MVC) is committed to creating a safe, respectful and inclusive environment where all participants (athletes, coaches, parents, referees and volunteers) understand expectations and are supported in resolving issues fairly and consistently.

The MVC Executive Director, Board of Directors, Staff and Club Coaches recognize that disagreements are a normal byproduct of participation in any organization, including youth sports. MVC has a responsibility to all stakeholders in the program (players, parents, coaches, board members, referees and volunteers) to ensure that matters of concern are investigated and discharged in a fair, timely and appropriate way. The MVC commits to providing an opportunity to allow all parties to find a fair resolution through a transparent process.

All members are expected to follow:

- **MVC Codes of Conduct - [Athlete & Parent](#)**
- **[Volleyball BC's Code of Conduct and Ethics](#)**
- **[Volleyball Canada's Code of Conduct and Ethics](#)**

Outlined below are the steps that Parents, Players, Referees, Coaches and Volunteers should use to deal with any conflicts or concerns that arise. It is imperative that all steps are followed in the proper order. Should it be determined that a transgression has occurred that necessitates a remedy, all parties should be aware that the resolution to a problem may include serious consequences.

When to Use This Policy

This process applies if:

- You believe someone has violated the Mariners Volleyball Club, Volleyball BC or Volleyball Canada Codes of Conduct.
- The issue occurs during any MVC activity (games, practices, tryouts, travel, banquets, meetings, online activity).
- The issue affects MVC's safety, culture or reputation - even outside of official MVC activity.

Key Resources - Acceptable vs Unacceptable Behaviour

Before submitting a complaint, families and members are encouraged to review the resources below. These may help outline **what is considered acceptable and unacceptable behavior** under Canadian Safe Sport and VBC/Volleyball Canada guidelines:

- <https://volleyballbc.org/wp-content/uploads/2025/01/Safe-Sport-Appropriate-Behaviours-1.pdf>
- <https://volleyballbc.org/wp-content/uploads/2025/01/Safe-Sport-Code-of-Conduct.pdf>
- [Canadian Safesport Program](#)

Reporting a Concern

If you witness or experience concerning behaviour:

1. Complete the [MVC Concerns Form](#).
2. Email it to the MVC Executive Director: Executivedirector@marinersvolleyballclub.ca

The Executive Director will review the concern, determine if it is a **minor**, **major (internal)** or **major (external)** infraction and take appropriate action.

Important: If a situation involves immediate danger or risk of serious harm, contact Nanaimo RCMP/Emergency services or child protection right away. Contact information below. You should still notify the MVC Executive Director after emergency steps are taken.

If the concern involves the **MVC Executive Director**, contact:

- **President:** president@marinersvolleyballclub.ca
- **Vice President:** vicepresident@marinersvolleyballclub.ca

Mandatory Reporting

All coaches, staff, volunteers, board members and adult participants must report any known or suspected **abuse, maltreatment or misconduct resulting in harm or criminal behaviours** involving minors or vulnerable individuals. Reporting to MVC does not replace the legal duty to report to police, child protection agencies or the appropriate external authorities (listed below). **Failure to report** may result in disciplinary action and legal consequences.

Resolution Process

1. Initial Review

Upon receiving a concern, the MVC Executive Director will:

- Confirm the concern is valid
- Classify it as a **Minor** or **Major Infraction (Internally handled or Externally handled)**
- Decide if it can be resolved informally or requires further investigation

2. Types of Infractions & How They Are Handled

A. Minor Infractions (Handled Internally)

Examples:

- Disrespectful or inappropriate comments (non-threatening)
- First-time code of conduct violations
- Minor teasing or inappropriate joking
- Mild social media misuse

Handled by: Executive Director

Process: Interviews, discussion, written decision

Appeals: Sent to Executive Director (Executivedirector@marinersvolleyballclub.ca)

B. Major Infractions

i. Internal Management (serious but not criminal)

Examples:

- Repeated non-sexual harassment
- Aggressive behavior or threatening language (not criminal)
- Harmful social media misuse
- Substance possession (non-illegal)

Handled by: Executive Director + Executive Committee

Process: Full investigation and documented resolution

Appeals: Sent to Executive Director (Executivedirector@marinersvolleyballclub.ca within 14 days)

ii. External Management (serious abuse, maltreatment or criminal behavior)

Examples:

- Physical, emotional or sexual abuse causing serious harm to others
- Sexual harassment or repeated sexual misconduct
- Threats of violence, criminal behavior
- Illegal drug use or distribution

Process: The MVC Executive Director will immediately refer these concerns to the appropriate external authorities:

- **Nanaimo RCMP:** (250) 754-2345
- **Child Protection Services:** (250) 741-5444 or 1-800-663-9122

- **Volleyball BC's Independent Third Party (ITP Sport):**
1-866-921-6714
<https://www.integritycounts.ca/>
- **Volleyball BC Safesport Reporting:** reporting@volleyballbc.org

Appeals: Submit to Volleyball BC: reporting@volleyballbc.org or VBC Chief Executive Director: egibbons@volleyballbc.org

Confidentiality

- The MVC Executive Director and Executive Committee shall hold matters in confidence. Disclosure of confidential information is permitted only as necessary to fulfill governance responsibilities or determine appropriate outcomes. Such information may be shared internally between the MVC Board of Directors and the Executive Director/Executive Committee to the extent required for informed deliberation, decision-making or action while maintaining discretion and professionalism.
- Sharing private details inappropriately may result in further consequences.

Protecting Youth Athletes

- Athletes under 19 must have a parent/guardian or trusted adult involved in any formal process.
- Youth are not required to speak in disciplinary meetings.
- All communication will go through their adult representative.

Records & Sanctions

- MVC will keep a secure record of complaints and resolutions.
- MVC will uphold sanctions issued by Volleyball BC and will share relevant information under its **MVC Reciprocity Policy**.

Approved by the MVC BOD - October 25, 2025.

Updated - August 27, 2026