

Garden Creek Volleyball Club Grievance Policy

Introduction: Garden Creek Volleyball Club is committed to providing a safe and inclusive environment for all of its members. We recognize that disputes and grievances may arise from time to time, and we are dedicated to addressing them promptly, fairly, and with respect for all parties involved. This Grievance Policy outlines the procedure for addressing and resolving grievances within the club.

Scope: This policy applies to all members of Garden Creek Volleyball Club coaches, board members, volunteers, and parents or guardians of club members.

Definitions:

- **Grievance:** A formal complaint submitted by a club member regarding an alleged violation of club policies or concerns related to their involvement in the club.
- **Grievant:** The individual filing the grievance.
- **Respondent:** The individual or party against whom the grievance is filed.
- **Club Committee:** A designated committee within the club responsible for reviewing and resolving grievances.

Procedure:

1. **Informal Resolution:** In most cases, grievances should be resolved informally through direct communication between the grievant and the respondent. The grievant is encouraged to speak with the respondent **after 24 hours** of said grievance to address the issue and attempt to find a mutually agreeable solution. If the grievance is successfully resolved at this stage, no further action is necessary.
2. **Formal Grievance Submission:**
 - If the grievance cannot be resolved informally or if the grievant is uncomfortable addressing the issue directly with the respondent, they may submit a formal written grievance to the club board. The grievance should include:
 - A clear and concise description of the issue or concern.
 - The names of individuals involved.
 - Any relevant dates, times, and locations.
 - Supporting evidence, if available.
3. **Review by Club Board:**
 - The club board will promptly review the formal grievance and conduct an impartial investigation.
 - The committee may interview involved parties and gather additional information as needed.
4. **Resolution:**

- The club committee will determine an appropriate resolution based on the investigation findings.
- The grievant and the respondent will be informed of the resolution in writing.

5. **Appeal:**

- If either the grievant or the respondent is not satisfied with the resolution, they may submit an appeal to the club committee within a specified timeframe 3 days from receiving the resolution.
- The committee will conduct a further review and provide a final decision.

Confidentiality: All information related to the grievance process will be handled confidentially and shared only with individuals directly involved in the resolution process.

Non-Retaliation: Garden Creek Volleyball Club prohibits retaliation against any individual who files a grievance or participates in the grievance resolution process. Any acts of retaliation will be subject to disciplinary action.

Review and Update: This Grievance Policy will be reviewed periodically and updated as necessary to ensure its effectiveness and alignment with club values.

Contact Information: For grievance submissions or questions related to this policy, please contact Heather Butler at caspergcvc@gmail.com.

Acknowledgment: I have read and understand the Garden Creek Volleyball Club Grievance Policy. By participating in the club, I agree to abide by this policy

Parent/Guardian Signature

Athlete Signature