



WINNIPEG ICEBERG VOLLEYBALL CLUB

Complaint Resolution Policy

Policy Owner	Dmytro Kazakov, Club Director
Approved By	Dmytro Kazakov, Club Director
Version	1.1
Effective Date	September 18, 2026
Review Cycle	Annually, and whenever Volleyball Manitoba requirements change
Status	Approved and adopted

1. Purpose

Winnipeg Iceberg Volleyball Club (the “Club”) is committed to providing a safe, respectful, inclusive, and positive volleyball environment for all players, parents, coaches, volunteers, officials, and other Club participants.

The purpose of this Complaint Resolution Policy is to provide a clear, fair, and consistent process for addressing concerns and resolving complaints related to Club programs, activities, conduct, administration, coaching, communication, or other Club-related matters.

The Club encourages concerns to be raised as early as possible so that they can be addressed constructively.

2. Scope

This policy applies to complaints involving:

- Players;
- Parents and legal guardians;
- Coaches;
- Assistant coaches;
- Club directors and administrators;
- Volunteers;
- Team managers;
- Other individuals participating in or representing the Club.

Complaints may relate to matters including, but not limited to:

- Coaching or training;

-
- Team management;
 - Communication;
 - Scheduling or organization;
 - Player or parent conduct;
 - Disrespectful or inappropriate behaviour;
 - Discrimination, harassment, bullying, or other misconduct;
 - Club policies or administrative decisions;
 - Safety concerns;
 - Other matters related to Club activities.

3. Designated Complaint Liaison

Volleyball Manitoba's Club Handbook requires each club to designate and communicate a third-party liaison responsible for conflict resolution, to ensure impartiality.

The Club's designated Complaint Liaison is: **Stan Demburg, Club Administrator / Complaint Liaison** (stan@icebergvc.ca).

The Complaint Liaison provides an impartial point of contact for conflict resolution, separate from team-level coaching relationships, and is the first point of contact where a complainant does not wish to raise a matter with the Club Director. Complaints concerning the Club Director are reviewed and decided by the Complaint Liaison; complaints concerning the Complaint Liaison are reviewed and decided by the Club Director (see section 9).

4. Guiding Principles

The Club will attempt to resolve complaints in accordance with the following principles:

Fairness: Complaints will be considered fairly and without unreasonable bias.

Respect: All individuals involved are expected to communicate respectfully.

Confidentiality: Information will be shared only with individuals who need the information to properly review or resolve the complaint, subject to legal and safety requirements.

Timeliness: The Club will make reasonable efforts to address complaints promptly.

No Retaliation: No player, parent, coach, volunteer, or other person should be penalized or retaliated against for making a complaint in good faith.

Child and Youth Safety: Where a complaint involves the safety or well-being of a player under 18, the Club will prioritize the player's safety and follow applicable safeguarding requirements and legislation.

5. Informal Resolution

Whenever appropriate and safe to do so, individuals are encouraged to first attempt to resolve minor concerns directly with the person involved. For example, a parent may discuss a routine communication or scheduling concern with the team coach or team manager.

Informal resolution is not required where:

- The concern involves serious misconduct;
- There is a safety concern;
- The complainant does not feel comfortable approaching the person involved;
- The complaint involves harassment, discrimination, bullying, abuse, or other serious behaviour;
- Direct communication could make the situation worse.

6. Formal Complaint

A formal complaint should be submitted in writing to the Club (info@icebergvc.ca) or directly to the Complaint Liaison identified in section 3.

The complaint should include, where possible:

- Name of the person submitting the complaint;
- Name of the player involved, if applicable;
- Date and location of the incident or concern;
- Description of the issue;
- Names of individuals involved or witnesses, if known;
- Relevant documents or other information;
- The outcome or resolution being requested, if applicable.

A parent or legal guardian may submit a complaint on behalf of a player who is under 18.

7. Anonymous Complaints

The Club may accept anonymous complaints where appropriate. However, anonymous complaints may limit the Club's ability to investigate the matter, obtain additional information, or provide a response.

The Club will determine the appropriate response based on the information available and the seriousness of the concern.

8. Initial Review

Upon receiving a formal complaint, the Club will determine:

- Whether the complaint falls within the Club's authority, or must be directed to Volleyball Manitoba (see section 15);
- Whether immediate action is required;
- Who should be responsible for reviewing the complaint;
- Whether any temporary measures are necessary while the matter is being reviewed.

The Club will normally acknowledge receipt of a complaint within 5 business days.

9. Conflict of Interest

Any person who is directly involved in a complaint, or who has a personal or other conflict of interest, should not be responsible for making the final decision regarding that complaint. Where appropriate, the Club may appoint another Club representative or an independent person to review the matter, consistent with the Club's Conflict of Interest Policy.

Where a complaint concerns the Club Director, the matter is reviewed and decided by the Complaint Liaison. Where a complaint concerns the Complaint Liaison, the matter is reviewed and decided by the Club Director.

10. Investigation and Review

The Club may, where appropriate:

- Speak with the complainant;
- Speak with the person or persons involved;
- Speak with witnesses;
- Review relevant documents, messages, records, or other information;
- Review applicable Club policies;
- Review applicable Volleyball Manitoba rules and policies.

Individuals involved in a complaint are expected to cooperate reasonably with the review process.

The Club will make reasonable efforts to complete its review within 15 business days after receiving sufficient information. Complex matters may require additional time. Where there is a significant delay, the Club will provide an update to the complainant where reasonably possible.

11. Decision and Resolution

Following the review, the Club may determine that:

- The complaint is substantiated;
- The complaint is partially substantiated;
- The complaint is not substantiated;

- There is insufficient information to make a determination;
- The matter should be handled through another process or organization.

Possible resolutions may include:

- Clarification or correction of information;
- Mediation or facilitated communication;
- Coaching or educational measures;
- Changes to procedures;
- A formal warning;
- Restrictions on participation or communication;
- Disciplinary action;
- Other measures considered appropriate by the Club.

The Club will communicate the outcome to the complainant to the extent reasonably possible while respecting privacy and confidentiality.

12. Complaints Involving a Coach

Where a complaint concerns a coach, the complaint should normally be submitted to the Club Director or the Complaint Liaison, rather than directly to the coach. The coach will have an opportunity to respond to allegations that concern them, where appropriate.

The Club may implement temporary measures while a complaint is being reviewed if necessary to protect players or maintain a safe and respectful environment.

13. Complaints Involving a Player

Where a complaint concerns the conduct of a player, the Club may involve the player's parent or legal guardian, particularly where the player is under 18. The Club will handle youth-related matters in a manner appropriate to the player's age and circumstances.

Disciplinary or corrective measures will be determined in accordance with applicable Club policies and, where applicable, Volleyball Manitoba requirements.

14. Complaints Regarding Team Selection and Tryouts

Consistent with Volleyball Manitoba's stated position, club management, team selection, and coaching decisions remain matters for the individual club and are not within Volleyball Manitoba's jurisdiction. Questions or concerns regarding tryouts or team selection should first be directed to the Club through the formal complaint process.



The Club's evaluation and selection process will be conducted in accordance with applicable Volleyball Manitoba rules and policies. A complaint does not automatically result in a change to a team-selection decision.

15. Serious Misconduct and Safeguarding Concerns

Volleyball Manitoba has jurisdiction over, and these matters must not be investigated or decided by the Club:

- Harassment or discrimination;
- Abuse or maltreatment;
- Breaches of the Safe Sport policy or Code of Conduct.

Since April 1, 2026, Volleyball Manitoba uses ITP Sport, an independent third party, to receive and manage these reports. The Club will not attempt to assess, mediate, or investigate a possible maltreatment or Safe Sport allegation; it will direct or refer the matter through the appropriate channel and, where required by law, to the appropriate authority:

- ITP Sport (formal, independent reporting): <https://app.integritycounts.ca/org/itpsport>
- SafeZone (confidential guidance, no formal complaint required): safezone@itpsport.ca
- Volleyball Manitoba Safe Sport Line: 1-833-656-SAFE (7233)

The Club may immediately implement appropriate temporary, non-disciplinary measures to protect participants while a matter is referred or reviewed externally. The Club will not attempt to replace the role of law enforcement, child protection authorities, medical professionals, ITP Sport, or other competent authorities where their involvement is required or appropriate.

16. External Complaints and Governing Bodies

Certain matters may fall outside the authority of Winnipeg Iceberg Volleyball Club. Code of Conduct and Ethics matters that are not Safe Sport/maltreatment concerns may be escalated to Volleyball Manitoba's Conduct and Ethics Committee using Volleyball Manitoba's Dispute or Complaint Submission Form, available through the Volleyball Manitoba website.

Nothing in this policy prevents a person from exercising any rights or reporting obligations available under applicable law.

17. Appeal or Review

Where a complainant believes that the Club's complaint process was not followed appropriately, they may request a review, provided that the person reviewing the request was not involved in the original decision:

- If the original decision was made by the Club Director, the review is conducted by the Complaint Liaison.

- If the original decision was made by the Complaint Liaison, the review is conducted by the Club Director.

An appeal or review request should normally be submitted within 10 business days of the date the decision was communicated. The request should explain:

- Why the original process or decision is believed to be incorrect;
- Which part of the policy was allegedly not followed;
- Any new relevant information;
- The outcome being requested.

An appeal is not intended to simply repeat the original complaint. Where an external governing body has an established appeal process, that process may take precedence over the Club's internal review process.

18. Confidentiality and Privacy

The Club will make reasonable efforts to protect the privacy of individuals involved in a complaint. Information will be disclosed only where reasonably necessary for the investigation, resolution, administration of Club programs, safeguarding, or where disclosure is required or permitted by law.

Because complaints may involve multiple individuals, the Club may be unable to provide all requested information about the investigation or disciplinary measures taken against another person.

19. Records

The Club may maintain records of complaints and their resolution for purposes including:

- Tracking recurring issues;
- Improving Club policies and procedures;
- Managing safeguarding concerns;
- Demonstrating compliance with applicable requirements;
- Supporting future investigations or reviews where appropriate.

Records will be handled in accordance with the Club's applicable privacy practices and legal requirements.

20. False or Malicious Complaints

Complaints should be made honestly and in good faith. Knowingly making a false allegation, intentionally providing materially misleading information, or using the complaint process to harass or retaliate against another person may itself result in disciplinary action.

A complaint that is not substantiated will not automatically be considered a false or malicious complaint.



21. Communication Expectations

All individuals participating in the complaint process are expected to:

- Communicate respectfully;
- Avoid threats, harassment, or abusive language;
- Respect reasonable confidentiality;
- Allow the review process to proceed without unnecessary interference;
- Avoid discussing confidential complaint information publicly or on social media.

22. Policy Compliance

This policy will be interpreted consistently with applicable laws, Club policies, and the rules and policies of relevant volleyball governing organizations, including Volleyball Manitoba's Club Handbook and Code of Conduct & Ethics Policy. Where there is a conflict between this policy and a mandatory legal requirement or applicable governing-body procedure, the mandatory requirement or applicable procedure will prevail.

23. Acknowledgement

By participating in Winnipeg Iceberg Volleyball Club programs, players, parents/legal guardians, coaches, volunteers, and other Club representatives agree to follow this Complaint Resolution Policy and to participate in the complaint process in a respectful and constructive manner.

Winnipeg Iceberg Volleyball Club

Winnipeg, Manitoba, Canada

Email: info@icebergvc.ca | Website: www.icebergvc.ca
