



Discipline and Complaints Policy – Alberta

Definitions

1. The following terms have these meanings in this policy:
 - (a) “*AB UCC*” – The Alberta Universal Code of Conduct, as amended from time to time;
 - (b) “*ABSSCM*” – The Alberta Safe Sport Complaint Mechanism, as administered and delivered by ASLA;
 - (c) “*Abuse*” – Maltreatment as defined below;
 - (d) “*ASLA*” – The Alberta Sport Leadership Association;
 - (e) “*Board*” – The Board of Directors of Volleyball Canada and/or a Provincial/Territorial Association, as applicable;
 - (f) “*Boundary Transgressions*” – as defined in the AB UCC, namely Interactions or communications that breach objectively reasonable boundaries and involve inappropriate personal contact or conduct that serve no legitimate sport purpose (s.5.7);
 - (g) “*Case Manager*” – A person appointed by Volleyball Alberta (as applicable) to administer certain Complaints under this Policy and that person may be an Independent Third Party in certain situations;
 - (h) “*Complaint*” - An expression of dissatisfaction made per Section 18 of this Policy;
 - (i) “*Complainant*” – The party making a Complaint;
 - (j) “*Days*” – Days refers to working days, not including weekends and holidays;
 - (k) “*Discipline Chair*” - will be a Director of the Board of Volleyball Alberta, as applicable, or a person appointed to handle the duties of the Discipline Chair described in this policy;
 - (l) “*Discipline Panel*” – The panel appointed by the Case Manager to decide the Complaint;
 - (m) “*Individuals*” – Registrants and/or members as defined in Volleyball Alberta’s Bylaws, Participants as defined in the AB UCC, and for greater certainty includes all individuals employed by, or engaged in activities with, Volleyball Alberta including, but not limited to, athletes, coaches, officials, volunteers, managers, administrators, committee members, health care workers, trainers, Directors and Officers of Volleyball Alberta; parents/guardians, and spectators at events;
 - (n) “*Independent Third Party*” – an independent individual or group with no professional or personal ties to Volleyball Alberta;
 - (o) “*Maltreatment*” - as defined in the AB UCC, namely a volitional act and/or omission described in Sections 5.2 to 5.6 that results in harm or has the potential for physical or psychological harm and includes



Psychological Maltreatment (s. 5.2), Physical Maltreatment (s.5.3), Neglect (s.5.4), Sexual Maltreatment (s.5.5), and Grooming (s.5.6);

- (p) “*Minor*” as defined in the AB UCC, namely an individual under the age of 18;
- (q) “*Prohibited Behaviour*” as defined in the AB UCC, namely any conduct described in section 5 of the AB UCC, including but not limited to Maltreatment (s. 5.2-5.6), Boundary Transgressions (s.5.7), and Discrimination (s.5.8);
- (r) “*Provincial/Territorial Associations*” – the provincial/territorial member governing bodies for volleyball in each province/territory; and
- (s) “*Respondent*” – The Party responding to the Complaint.

Purpose

- 2. Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with all policies, Bylaws, rules, and regulations, including the AB UCC, the *Abuse Policy – Alberta*, and the *Code of Conduct and Ethics – Alberta*. Non-compliance may result in sanctions pursuant to this policy.
 - (a) The *Code of Conduct and Ethics – Alberta* policy section 2 states that its purpose is to ensure a safe and positive environment within the programs, activities and events of Volleyball Alberta. In furtherance of that purpose, Volleyball Alberta may take whatever actions they deem necessary including, but not limited to, actions available under this policy, the *Screening* policy or any other Alberta or Pan Canadian policy so as to ensure a safe and positive environment within their respective programs, activities and events.

Alberta Universal Code of Conduct

- 3. The AB UCC incorporates key elements of the UCCMS and is the core document that sets harmonized rules to be adopted by sport organizations that utilize the ABSSCM. Such organizations are committed to a lawful, respectful, and safe sport environment that is free from all forms of Abuse and that treats all Participants with dignity and respect.
- 4. Volleyball Alberta formally adopted the AB UCC as a policy of Volleyball Alberta in January 2026.
- 5. Volleyball Alberta entered into an agreement with ASLA in January 2026 for the administration, delivery and integration of the ABSSCM into the rules of Volleyball Alberta (the “**Adoption Agreement**”). The Adoption Agreement further specifies the rights, obligations and responsibilities of Volleyball Alberta and ASLA.
- 6. If there is a conflict between a provision of the AB UCC and a provision of any other Volleyball Alberta policy for activities regulated by Volleyball Alberta, the AB UCC prevails to the extent of the conflict. For activities not regulated by Volleyball Alberta, the UCCMS prevails to the extent of the conflict.

Application of this Policy

- 7. This policy applies to all Individuals participating in any activities or related events regulated by Volleyball Alberta. Any activities regulated by Volleyball Canada, another Provincial/Territorial Association, or any other activities not



regulated by Volleyball Alberta are also subject to the *Discipline and Complaints Policy – Pan-Canadian* and/or the applicable policies adopted by the respective Provincial/Territorial Association regulating such activity.

8. This policy applies to matters that may arise during the business, activities, and sanctioned events of Volleyball Alberta including, but not limited to, competitions, practices, tryouts, training camps, travel associated with organizational activities, and any meetings. The *Discipline and Complaints Policy – Pan-Canadian* applies to Individuals' conduct during the business, activities, and events of Volleyball Canada and/or another Provincial/Territorial Association, including, but not limited to, competitions, practices, tryouts, training camps, travel, the office environment and meetings.
9. This policy also applies to Individuals' conduct outside of the business, activities, and sanctioned events of Volleyball Alberta when such conduct adversely affects the relationships or is detrimental, or has the potential to be detrimental, to the image and reputation of Volleyball Alberta. Such applicability will be determined by Volleyball Alberta, as applicable, at its sole discretion.
10. This policy does not prevent immediate discipline or sanction from being applied as reasonably required. Any infractions or Complaints occurring within a sanctioned competition or event will be dealt with by the procedures specific to the competition or activity, if applicable. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only. Further discipline may be applied in accordance with this policy.
11. An employee of Volleyball Alberta who is a Respondent may also be subject to appropriate disciplinary action per the applicable *Human Resources Policy*, as well as the employee's employment agreement, if applicable.

Alignment

12. Volleyball Alberta recognizes that Individuals may also be registered with both Volleyball Alberta, Volleyball Canada and a Provincial/Territorial Association. Volleyball Alberta, Volleyball Canada and Provincial/Territorial Associations are required, pursuant to the *Reciprocal Policy*, to submit discipline decisions involving Individuals to the other organization with which the Individual may be registered, which may take further action at its discretion.
13. Volleyball Alberta and/or Volleyball Canada and/or a Provincial/Territorial Association may decide to take further action upon becoming aware of an Individual who has been disciplined by Volleyball Alberta or Volleyball Canada or a Provincial/Territorial Association, and if so, the Individual will be the Respondent to a Complaint initiated under the terms of this policy. Volleyball Alberta or Volleyball Canada or a Provincial/Territorial Association may act as the Complainant if the original Complainant is unwilling or unavailable to participate in this process.
14. The Discipline Chair or Discipline Panel, as applicable, will review and consider the decision by the Volleyball Canada or Provincial/Territorial Association when deciding on the Complaint per the terms of this policy.

Minor's Representative

15. Complaints may be brought for or against an Individual who is a Minor. Minors must have a parent/guardian or other adult serve as their representative during this process.
16. All communications, as applicable, must be directed to the Minor's representative.



17. A Minor is not required to attend an oral hearing, if held.

Reporting a Complaint

18. Any Individual may report a Complaint to Volleyball Alberta or the applicable Discipline Chair, but may be directed to an online reporting mechanism, however if a Complaint concerns the application of the AB UCC (e.g., a matter involving a Prohibited Behaviour, including Abuse/Maltreatment), the complaint must be made in accordance with section 20.
19. The Discipline Chair will determine the jurisdiction under which the Complaint (other than those reported pursuant to section 20) will be addressed and notify the Complainant and Volleyball Alberta.
20. Any Complaint arising from the application of the AB UCC (e.g., matters concerning Prohibited Behaviours, including Abuse/Maltreatment) must be directed to the appropriate third party provider; Volleyball Alberta complaints are directed to the independent third party retained by ASLA through the ABSSCM designated reporting mechanism, as outlined in the ABSSCM – *Safe Sport Reporting and Independent Resolution Policy*. All processes required for the administration of the complaints will be addressed in accordance with the policies and procedures of ABSSCM.
21. If the ABSSCM refers a Complaint made pursuant to section 20 to Volleyball Alberta, as the case may be, the Discipline Chair will deal with that Complaint in accordance with this policy.
22. Volleyball Alberta's Discipline Chair or ABSSCM, as applicable, may accept any Complaint at their sole discretion, as applicable.
23. Volleyball Alberta, as applicable, at its sole discretion, may act as the Complainant and initiate the Complaint process under the terms of this policy.
24. Individuals may be simultaneously registered with, or subject to, Volleyball Alberta, Volleyball Canada and/or other Provincial/Territorial Associations, which can create overlapping complaint and discipline pathways. National mechanisms (i.e. the Canadian Safe Sport Program) are distinct from the ABSSCM and may govern matters involving Canadian Safe Sport Program participants or Volleyball Canada events/activities. Complaints concerning Individuals or events under Volleyball Canada's jurisdiction should be filed with Volleyball Canada's independent third-party mechanism and/or discipline system, as applicable, and such matters may fall outside the jurisdiction of the ABSSCM.

Complaint Process

25. Upon receipt of a Complaint, the Discipline Chair will:
 - (a) Determine whether the Complaint is frivolous and/or within the jurisdiction of this policy and/or within the jurisdiction of the ABSSCM;
 - (b) Propose the use of alternate dispute resolution techniques, if appropriate; and
 - (c) Choose which process should be followed, and may use the following examples as a general guideline:
 - (i) Process #1 - the Complaint alleges the following incidents:



- (A) Disrespectful comments or behaviour of a minor nature,
- (B) Disrespectful conduct,
- (C) Minor incidents of physical contact (e.g., tripping, pushing, elbowing),
- (D) Non-compliance with Volleyball Alberta's Bylaws, policies, procedures, rules, or regulations, or
- (E) Minor violations of the *Code of Conduct and Ethics – Alberta*;

(ii) Process #2 - the Complaint alleges the following incidents:

- (A) Disrespectful comments (including racism or behaviour of a serious nature),
- (B) Repeated minor incidents,
- (C) Any incident of hazing,
- (D) Major incidents of physical contact (e.g., fighting, attacking, sucker punching),
- (E) Pranks, jokes, or other activities that endanger the safety of others,
- (F) Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition,
- (G) Conduct that intentionally damages the image, credibility, or reputation of Volleyball Alberta,
- (H) Consistent disregard for, or major violations of, the bylaws, policies, rules, and regulations, including the *Code of Conduct and Ethics - Alberta*,
- (I) Intentionally damaging the property or improperly handling monies of Volleyball Alberta,
- (J) Abusive use of alcohol or cannabis, any use or possession of alcohol or cannabis by minors, or use or possession of illicit drugs,
- (K) Any possession or use of banned performance enhancing drugs or methods, or
- (L) A conviction for any *Criminal Code* offense.

26. If the Discipline Chair determines the Complaint is frivolous or outside the jurisdiction of this policy, the Discipline Chair will dismiss the Complaint immediately.

27. If the Discipline Chair determines the Complaint is rather within the jurisdiction of the ABSSCM, the Discipline Chair will direct the Complainant to the ABSSCM reporting mechanism.

28. The Discipline Chair's decision to accept or dismiss the Complaint may not be appealed.



29. In carrying out their duties, the Discipline Chair may obtain advice and/or assistance from staff or other individuals.

Process #1: Handled by Discipline Chair

30. The Discipline Chair may:

- (a) Ask the Complainant and the Respondent for either written or oral submissions regarding the Complaint or incident;
- (b) Convene the parties to a meeting, either in person or by way of video or teleconference in order to ask the parties questions;
- (c) Carry out further investigations as necessary; or
- (d) The Discipline Chair may move a matter to Process 2 if circumstances warrant.

31. If the Respondent acknowledges the allegations in the Complaint, or does not provide a response to the allegations, the Discipline Chair will make the determinations set out in section 32.

32. Thereafter, the Discipline Chair will determine if a breach occurred, and, if so, if may apply one or more of the following sanctions:

- (a) Verbal or written reprimand;
- (b) Verbal or written apology;
- (c) Service or other contribution to the Volleyball Alberta;
- (d) Removal of certain privileges;
- (e) Suspension from certain teams, events, and/or activities;
- (f) Suspension from all the activities of Volleyball Alberta for a designated period; or
- (g) Any other sanction considered appropriate for the offense.

33. The Discipline Chair will inform the parties of the decision, which will take effect immediately.

Process #2: Handled by Case Manager and Discipline Panel

34. If the Discipline Chair determines that the Complaint should be dealt with under Process #2, a Case Manager will be appointed. If the Complaint involves Volleyball Alberta, or is of a very serious nature, the Case Manager will be an Independent Third Party. The Case Manager will:

- (a) Propose the use of alternate dispute resolution techniques, if appropriate;
- (b) Appoint the Discipline Panel, if necessary;



- (c) Coordinate all administrative aspects and set timelines;
- (d) Provide administrative assistance and logistical support to the Discipline Panel as required; and
- (e) Provide any other service or support that may be necessary to ensure a fair and timely proceeding.

35. The Case Manager will establish timelines that ensure procedural fairness and that the matter is heard. The Case Manager may agree to an extension with notice and reasoning to both the Complainant and Respondent.

36. If the Case Manager proposes the use of alternate dispute resolution to the Complaint, and if the dispute is not resolved, or if the Complainant and the Respondent refuse to attempt alternate dispute resolution (such as mediation or a negotiated settlement) the Case Manager will appoint a Discipline Panel, which will consist of a single Arbitrator, to hear the Complaint. At the discretion of the Case Manager, a Discipline Panel of three persons may be appointed to hear the Complaint. In this event, the Case Manager will appoint one of the Discipline Panel's members to serve as the chair.

37. The Case Manager, in cooperation with the Discipline Panel, will then decide the format under which the Complaint will be heard. This decision may not be appealed.

38. The format of the hearing may be an oral in-person hearing, an oral hearing by telephone or other communication medium, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Discipline Panel deem appropriate in the circumstances, provided that:

- (a) The parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing or an oral hearing by telephone or other communication medium;
- (b) Copies of any written documents which the parties wish to have the Discipline Panel consider will be provided to all parties, through the Case Manager, in advance of the hearing;
- (c) The parties may engage a representative, advisor, or legal counsel at their own expense;
- (d) The Discipline Panel may request that any other individual participate and give evidence at the hearing;
- (e) The Discipline Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the Complaint, but may exclude such evidence that is unduly repetitious, and will place such weight on the evidence as it deems appropriate; and
- (f) The decision will be by a majority vote of the Discipline Panel, if there are three persons on the Discipline Panel.

39. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Discipline Panel will determine the appropriate sanction. The Discipline Panel may still hold a hearing for the purpose of determining an appropriate sanction.

40. If a party chooses not to participate in the hearing, the hearing will proceed in any event.



41. If a decision may affect another party to the extent that the other party would have recourse to a Complaint or an appeal in their own right, that party will become a Party to the current Complaint and will be bound by the decision.
42. In fulfilling its duties, the Discipline Panel may obtain independent advice.

Decision

43. After hearing and/or reviewing the matter, the Discipline Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within 14 days of the hearing's conclusion, the Discipline Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and to Volleyball Alberta. In extraordinary circumstances, the Discipline Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the 14-day period. The Discipline Panel and Independent Case Manager may agree to an extension with notice to the Complainant and Respondent.
44. The decision will be considered a matter of public record unless decided otherwise by the Discipline Panel.

Sanctions

45. The Discipline Panel may apply the following disciplinary sanctions, singularly or in combination:
 - (a) Verbal or written reprimand;
 - (b) Verbal or written apology;
 - (c) Service or other contribution to Volleyball Alberta;
 - (d) Removal of privileges;
 - (e) Suspension from teams, events, and/or activities;
 - (f) Suspension from activities for a designated period;
 - (g) Payment of the cost of repairs for property damage;
 - (h) Suspension of funding and/or programs;
 - (i) Expulsion from Volleyball Alberta; or
 - (j) Any other sanction considered appropriate for the offense.
46. Unless the Discipline Panel decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal. If the Respondent fails to comply with a sanction as determined by the Discipline Panel, the Respondent will be automatically suspended until such time as compliance occurs.



Record of Decisions

47. Records of all decisions will be maintained by Volleyball Alberta. Volleyball Alberta will submit all records to Volleyball Canada, which will maintain a national record of all decisions made. All records will be maintained in accordance with Volleyball Alberta's Privacy Policy.

Appeals

48. Except as outlined in section 30, either party may appeal a decision of the Discipline Chair in accordance with the *Appeal Policy*.

49. Except as outlined in section 39, either party may appeal the decision of the Discipline Panel in accordance with the *Appeal Policy*.

Suspension Pending a Hearing

50. Volleyball Alberta may determine that a Complaint is of such seriousness as to warrant suspension of an Individual pending completion of an investigation, criminal process, the hearing or a decision of the Discipline Panel.

Criminal Convictions

51. An Individual's conviction for a *Criminal Code* offense, as determined by Volleyball Alberta, will be deemed an infraction under this policy and will result in expulsion from Volleyball Alberta. *Criminal Code* offences may include, but are not limited to:

- (a) Any child pornography offences;
- (b) Any sexual offences;
- (c) Any offence of assault; or
- (d) Any offence involving trafficking of illegal drugs and/or performance enhancing drugs.

Confidentiality

52. The discipline and Complaints process is confidential and involves only Volleyball Alberta, the parties, the Case Manager, the Discipline Panel, and any independent advisors to the Discipline Panel. Once initiated and until a decision is released, none of the parties will disclose confidential information relating to the discipline or Complaint to any person not involved in the proceedings.

Communication

53. Volleyball Alberta will identify those persons within the organization who will be responsible for implementing this policy.



Review and Amendment

54. This policy will be reviewed every two years. Any significant policy amendments require approval by the Volleyball Alberta.
55. This policy is subject to the AB UCC and the ABSSCM – *Safe Sport Reporting and Independent Resolution Policy*, which may be amended from time to time by ASLA. Any significant amendments made to such policies will thereafter be reflected by a subsequent amendment to this policy by Volleyball Alberta.

Approval

56. This policy was amended and approved by Volleyball Alberta and its Board of Directors on January 22, 2026.