

Steps to file a Complaint

Quick List

(For a detailed version of the process go to the Georgian Cubs Volleyball Club website and click on documents)

1. Speak to the person (assistant coach or team manager will also be present) with which there is a complaint. Wait 24 hours to ask to speak to the person. This allows for emotions to settle and a clear head to prevail. Conversations need to be respectful.
2. A Complaint form may not be filled out until a conversation has taken place. Each party must be informed of the nature of the dispute. After a conversation takes place, should both sides not come to a satisfactory understanding, then a complaint form may be filed. This can be located on the GCVC website. This form must be filed within 7 days of the complaint with the club.
3. A review will take place.
4. If the review deems a hearing will not take place no further action will occur and no appeal will be allowed.
5. If the review deems a formal hearing to take place this will occur within 7 days of the review.
6. Course of Action (if any) will be determined and will take place with agreement amongst all members.
7. No appeal will be allowed after a decision has been made.
8. **Confidentiality will occur during this entire process. Should confidentiality be broken; action may take place against offending individuals.**