



Dispute Resolution Procedure

Apex Volleyball Club is committed to fostering a respectful, inclusive, and supportive environment for all athletes, coaches, and families. This Dispute Resolution Procedure provides a clear and constructive pathway for resolving concerns or conflicts that may arise during the club season. Our goal is to promote open communication, personal accountability, and timely resolution of issues.

Open Door Policy

Apex Volleyball Club maintains an open door policy to encourage transparent and respectful dialogue. Athletes, parents, and coaches are welcome to raise concerns in a safe and supportive manner. We believe that open communication is key to building trust and maintaining a positive club culture.

24-Hour Policy

To ensure that concerns are addressed thoughtfully and respectfully, we ask that individuals wait **24 hours** after a dispute or incident before escalating it. This cooling-off period allows time for reflection and helps prevent emotionally charged interactions.

- **Exception:** Safety concerns or serious misconduct should be reported immediately to the appropriate authority.

Athlete Advocacy

We strongly encourage athletes to advocate for themselves whenever possible. Learning to communicate effectively and resolve conflicts is an important life skill and aligns with our mission to develop confident, empowered individuals.

- Athletes should feel supported when approaching coaches or staff with concerns.
- Parents are encouraged to support their athletes in self-advocacy before intervening directly.

Levels of Escalation

If a concern cannot be resolved informally, the following escalation pathway should be followed:

Level	Contact	Details
Level 1	Coach	Athletes or parents should first speak directly with the coach involved. This should be done respectfully and privately, ideally after the 24-hour period.
Level 2	Technical Director	If the issue remains unresolved, it may be escalated to the Technical Director, in writing.
Level 3	President & Vice President	For further escalation, concerns may be brought to the Club President and Vice President, in writing.
Level 4	Board of Directors	The President and Vice President will present the concern in writing to the Board of Directors, for resolution.
Level 5	Volleyball BC	If internal resolution is not possible, individuals may contact Volleyball BC for external mediation or guidance.

Additional Notes

- All concerns will be treated with confidentiality and respect.
- Retaliation against individuals who raise concerns in good faith will not be tolerated.
- The club may involve third-party mediators or advisors if deemed necessary.

Contact Information

- **Technical Director:** Girls: Erick Chou (td.girls@apexvolleyball.com)/ Boys: Gabriel Burlacu (td.boys@apexvolleyball.com)
- **President & VP:** Ken Li (ken@apexvolleyball.com), Chanh Vuong (chanh@apexvolleyball.com)
- **Board of Director Chair:** Vinh Ha (vinh@apexvolleyball.com)
- **Volleyball BC:** lm@volleyballbc.org