



MAVERICK VOLLEYBALL CLUB - YourVoice Program Guidelines

1. Introduction

The Maverick Volleyball Club (MVC) aims to foster a diverse and inclusive community that inspires excellence.

As such, MVC aims to offer a safe environment for athletes, coaches, parents and volunteers, reflecting its core values:

- Leading with passion
- Having a long term focus
- Being accountable
- Collaborating with an open mind
- Being innovative

The YourVoice guidelines are based on, and compliment the [MVC Communication Guidelines](#).

2. Purpose of the YourVoice program

MVC has the responsibility to offer a safe environment to athletes, coaches and parents. With this objective in mind, the Maverick Executive Leadership Team made the decision to implement a resource for athletes, coaches, parents and volunteers that would allow them the opportunity to make their voice heard.

The purpose of the **YourVoice** program is to offer a safe space for members to present issues, disclose information, and allow the Maverick Executive Leadership Team to implement solutions and improvements that will support and help maintain a safe environment for all.

3. Objective of YourVoice Guidelines

The objective of the YourVoice guidelines is to clearly outline the process that athletes, parents of athletes, coaches, volunteers and members of the Maverick Executive Leadership Team must follow when submitting issues or wrongdoing for review. Our objective is to offer members of the Maverick Volleyball Club an opportunity to make their voice heard on unresolved issues of importance to them, as well as the opportunity to disclose wrongdoing without the fear of reprisal.

4. Scope of YourVoice program

MVC encourages members to use the program to make their voices heard on issues of concern to them. However, issues that fall within the category of

sporting decisions are considered outside the intended scope of the program.

YourVoice is not intended as a forum to question coaching decisions. Such concerns should be addressed while taking into consideration the [MVC Communication Guidelines](#), which highlight that the first point of contact should be your coaching staff. Issues that remain unsolved can be forwarded to the Director of Excellence.

5. Definitions

a. Anonymity

- i. The principle of remaining anonymous. When contacting the YourVoice mailbox, you must disclose your name and contact information to the YourVoice representative. This requirement allows any follow-up that may be necessary. However, the YourVoice representative is responsible for ensuring that anonymity is preserved at all stages of the process. Anonymity is preserved by allowing only one person to manage the YourVoice mailbox.

b. Athlete

- i. Any youth who has ever been registered for a Maverick event, team, camp, developmental program, or league – current and former players.

c. Complaint/issue

- i. Dissatisfaction regarding the activities of the Club, a member of the Coaching staff, volunteers, parents or with the third parties with whom we deal on a regular basis. Examples of third parties could include facility staff, members of the OVA, and Staff of Capital Strength Training Systems.

d. Maverick Executive Leadership Team

- i. Includes every member of the Maverick Executive Leadership Team. These roles include the President, the Director of Excellence, the Director of Innovation, the Director of Finance, the Director of Operations, the Director of Marketing & Events, and the Director of Human Resources.

e. Ombudsperson

- i. The person appointed by the Club's Executive Leadership Team responsible for investigating major offenses to the Club's code of conduct.

f. YourVoice

- i. Program built to allow members of the club to submit issues or complaints not resolved by coaches, and to allow a person to

anonymously present any potential/alleged wrongdoing in the organization. This can include wrongdoing by the members of the Club's administration, the coaching staff, volunteers or parents.

- ii. Submissions can be made by email using the yourvoice@maverickvolleyball.ca address.

g. YourVoice Representative

- i. This person manages the YourVoice mailbox and ensures that all messages remain anonymous when requested. This person acts as the liaison between you and the Executive Leadership Team conducting the review.

6. YourVoice Process

a. When to contact the YourVoice mailbox:

- i. To make your voice heard on issues of concern to you.
- ii. When you notice possible illegal, financial or ethical wrongdoing.
- iii. When facing issues of a serious nature regarding physical or emotional abuse.
- iv. When you are aware of misconduct in relation to any team or members of the Maverick Volleyball Executive Leadership Team.

b. How to contact the mailbox:

- Send an email to yourvoice@maverickvolleyball.ca with regards to your issue, or any wrongdoing/misconduct that may be happening in the Maverick Volleyball Club.
- YourVoice submissions should include as much detail as possible to allow us to perform an in-depth investigation on the wrongdoing/misconduct.
- You may request to remain anonymous but must disclose your name and contact coordinates to the YourVoice representative. Your message will be kept anonymous within the Club but your information may be required by members of law-enforcement. Individuals who submit information through the YourVoice program are protected from reprisal.

c. Acknowledgment from the YourVoice Representative

- i. The YourVoice Representative is responsible for receiving the submissions, and assigning a case number.
- ii. The YourVoice Representative may respond with some questions to clarify the issue and facilitate the internal investigation.

d. Investigation

- i. The YourVoice Representative is responsible for assessing the gravity of the complaint, issue or information, and referring it to the Maverick Executive Leadership Team.
- ii. The YourVoice Representative may conduct an investigation with the information that was provided. While continuing to maintain anonymity as requested, this may involve various members of the Club's Executive Leadership Team.
- iii. Either of these parties may decide that an Ombudsperson must be selected to provide an unbiased investigation of the issue at hand. This will also involve law enforcement if information regarding criminal activity has been verified.