

NPower Aurora Volleyball Academy

Discipline, Complaints & Internal Appeals Policy

2026-2027 Season | Approved August 13, 2026

Purpose and Jurisdiction

- NPower Aurora Inc., operating as NPower Aurora Volleyball Academy (“NPower” or the “Club”) provides a fair, timely and safety-centred process for alleged breaches of Club policy arising from Club business, programs, teams, travel, communications or conduct materially affecting the Club environment.
- This Policy does not replace police, child-protection, emergency, Volleyball BC/Canada or independent Safe Sport jurisdiction. NPower may refer or stay a matter where another body has priority.

Immediate and External Reporting

- Call 911 for immediate danger. A person with reason to believe a child needs protection must promptly report under section 14 of British Columbia’s Child, Family and Community Service Act; internal reporting is not a substitute.
- Alleged abuse, grooming, sexual misconduct, serious discrimination, maltreatment or other matters requiring independent handling must be reported or referred promptly to the appropriate authority or Volleyball BC reporting channel. NPower will preserve evidence and will not investigate in a way that compromises an external process.

Submitting a Complaint

- A complaint should be in writing to npoweraurora@gmail.com and identify the people, conduct, dates, witnesses, documents, desired safety measures and requested outcome. NPower may accept another format for accessibility, minors, urgency or fairness. Anonymous information may be assessed but may limit action.
- Complaints should be made promptly. Delay alone will not bar a serious safety or maltreatment matter.

Triage and Informal Resolution

- A Director or conflict-free designate will assess jurisdiction, urgency, conflicts, mandatory reporting, interim measures and whether informal resolution is safe and appropriate. Mediation is voluntary and will not be used to pressure a complainant in an abuse, power-imbalance or safety matter.
- Playing time, positions, line-ups and tactics are generally coaching decisions, but allegations of discrimination, retaliation, conflict of interest, maltreatment, bad faith or policy breach remain reviewable.

Interim Measures

- Without deciding the merits, NPower may impose proportionate interim measures to protect safety or process integrity, including supervision, no-contact directions, role changes or temporary suspension. Affected persons will receive notice and an opportunity to respond as soon as reasonably practicable.

Fair Process

- A conflict-free Case Manager or decision-maker will give the respondent sufficient particulars, a reasonable opportunity to respond and a chance for each party to provide relevant information. Relevant credibility,

reliability and context will be considered on a balance of probabilities, unless a governing rule requires otherwise.

- Support persons may attend. The decision-maker may set reasonable timelines, limit irrelevant or abusive submissions and adapt the process for minors, disability, trauma or urgency.

Decision and Sanctions

- A written decision will summarize the issue, findings, reasons and any measures, subject to privacy and protection needs. Sanctions must be proportionate and may include education, apology, warning, conditions, supervision, loss of privileges, restitution for proven damage, suspension, removal or termination.
- NPower will report or reciprocate sanctions when required. Removal from a program and financial consequences remain subject to the Refund Policy, contract, law and governing-body rules.

Internal Appeal

- Unless excluded by an external governing process, a final Club decision may be appealed in writing within 7 days for procedural unfairness, material error, unreasonable sanction, new evidence unavailable with due diligence or decision-maker conflict.
- A conflict-free appeal reviewer who was not the original decision-maker may confirm, vary, return or set aside the decision. Filing does not automatically stay safety measures. The internal appeal decision is final within the Club, without limiting external legal or governing-body rights.

Confidentiality, Records and Retaliation

- Information will be shared only as reasonably necessary for safety, fairness, insurance, law or governing-body obligations. Absolute confidentiality cannot be promised. No person may retaliate against someone who reports or participates in good faith. Knowingly false or malicious allegations may themselves be disciplined; an unproven complaint is not by itself misconduct.

Legal and Governing-Body Priority

- This Policy must be interpreted consistently with applicable federal and British Columbia law and the current bylaws, policies, rules, sanctions and directives of Volleyball BC and Volleyball Canada. If there is a conflict, the higher legal or governing-body requirement prevails to the extent of the conflict.
- Nothing in this Policy waives or limits a right or remedy that cannot lawfully be waived. NPower may amend this Policy when reasonably necessary for safety, legal compliance, insurance or governing-body requirements, with notice where practicable.

Administration

- Policy owner: Club Directors. Questions and notices: npoweraurora@gmail.com. Records will be handled under NPower's Privacy Policy. This Policy is reviewed at least annually and after a material incident or governing-rule change.
- Approved by the Directors/Owners of NPower Aurora Inc. on August 13, 2026. Effective: September 1, 2026. Version: 1.0. Next review: August 2027.