



Junior Bisons Volleyball 2027 Club Season

Complaint resolution procedure

Parent/guardians approaching coaches during competition

Players are encouraged to communicate directly with their coach.

Guardians are encouraged to help their children to communicate appropriately with their coach.

Guardians are not allowed to approach or speak to ANY coach or coaches within ANY game/tournament setting.

If a guardian is concerned about something that took place in a tournament or game and wants to discuss any issues or concerns with the coaches, they may reach out to them on the Monday after 5:00 p.m. following the tournament to request an in-person meeting to discuss. The meeting **MUST** include both the guardian and the athlete. No guardians will be permitted to talk to a coach without their athlete present.

The rationale behind this procedure is to ensure that the guardian and athlete are on the same page and that the guardian, athlete, and coach are all involved in the identified concern and its resolution.

If this procedure is not followed correctly here would be the consequences:

- First offence: Athlete is suspended from two training sessions (practice and strength and conditioning).
- Second offence: Athlete is suspended from one full week of practice and training.
- Third offence: Athlete is removed from the team-no refund will be issued.

Parent/guardian concerns away from competition

If there is a concern that supersedes a coach or is outside their purview, guardians are encouraged to contact any of the following staff:

Jackie Keddie – JRB Program Coordinator

email: Jaclyn.Keddie@umanitoba.ca

Joe Moore – JRB Volleyball Technical Coordinator

email: Joe.Moore@umanitoba.ca

Ashley Gagnon – Associate Director, Mini U & JRB

email: Ashley.Gagnon@umanitoba.ca

Ken Bentley – Women's Volleyball Head Coach

email: Ken.Bentley@umanitoba.ca

Lupo Ludwig – Men's Volleyball Head Coach

email: Arnd.Ludwig@umanitoba.ca

Concerns of Maltreatment or non-Maltreatment excluding field of play matters can be filed in confidence directly to [SafeZone](#).

Get more information about [complaints and disputes from Volleyball Manitoba](#).