



Dispute Resolution Policy

1. Purpose

BigTime Volleyball Academy (BVA) is committed to providing a safe and positive sports environment. We encourage open communication and believe that most disputes can be resolved through collaborative problem-solving. This policy promotes the use of Alternative Dispute Resolution (ADR)—such as negotiation and mediation—to resolve conflicts fairly, quickly, and at a lower cost than formal litigation.

2. Definitions

- Alternative Dispute Resolution (ADR): A method of resolving disputes (such as mediation or negotiated settlement) that focuses on mutual agreement rather than a formal, legalistic process.
- Individuals: All participants in BVA activities, including athletes, parents/guardians, contract coaches, volunteers, spectators, and the Owner/Director.

3. Application of this Policy

This policy applies to all Individuals involved with BVA. BVA encourages the use of ADR at any point in a dispute, provided all parties involved agree to participate in the process.

4. Initial Resolution (The "24-Hour Rule")

BVA encourages Individuals to resolve minor disagreements directly and calmly. We strongly recommend a "24-Hour Rule" before bringing forward a complaint, allowing parties involved to reflect before engaging in discussion.

5. Formal Complaint Process

If a dispute cannot be resolved informally, the following steps will be taken:

- Written Report: The individual must submit their concern in writing to the Owner/Director.
- Review: The Owner/Director will review the matter and determine if ADR is appropriate.

6. Facilitation and Mediation

If all parties agree to ADR, a mediator or facilitator will be appointed:

- The Mediator: Must be a neutral individual acceptable to all parties. This may be the Owner/Director (if not involved in the conflict) or a trusted neutral third party from the community.
- The Process: The mediator will lead discussions to help the parties reach a mutually acceptable settlement.
- Costs: If an external professional mediator is required, the costs will be shared equally by the parties involved unless agreed otherwise.

7. Approval of Settlements

Should a negotiated decision be reached, the settlement must be documented and approved by the Owner/Director to ensure it aligns with BVA policies and the best interests of the academy.

8. Failure to Reach Agreement

If a negotiated settlement is not reached within a timeframe specified by the mediator, or if parties refuse to participate in ADR, the matter will be handled under the BVA Discipline and Complaints Policy, where the Owner/Director will make a final decision on the outcome.

9. Final and Binding

Any negotiated decision reached through ADR and approved by BVA is final and binding on all parties. Negotiated decisions may not be appealed.