



OVA Grievance Policy

The Ontario Volleyball Association (OVA) aims to resolve problems and grievances between or among OVA staff promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

Statement of General Principles

- Complaints must be fully described by the person with the grievance
- The person(s) should be given the full details of the allegation(s) against them
- The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted
- Proceedings should be conducted honestly, fairly and without bias
- Proceedings should not be unduly delayed.

PROCEDURES

The following is a multi-level process:

1. The Employee attempts to resolve the complaint as close to the source as possible.

This level is quite informal and verbal

The employee has the ability to seek additional support person from the staff to assist in this process.

If the matter is not resolved

2. The Employee notifies their direct Supervisor (in writing or otherwise) as to the substance of the grievance and states the remedy sought.

Discussion should be held between employee and any other relevant party.

This level will usually be informal, but either party may request written statements and agreements.

This level should not exceed one week.

If the matter is not resolved

3. The Supervisor can deal with the matter and/or refer the matter to the Executive Director (E.D.).

A grievance taken to this level must be in writing from the employee.

If it is referred to the E.D., the Supervisor will forward to the E.D. any additional information thought relevant.

The Supervisor or E.D. will provide a written response to the Employee.

The Supervisor or E.D. will also communicate with any other parties involved or deemed relevant.

This level should not exceed one week.

If the matter is not resolved

4. If the matter has not been resolved to the employee's satisfaction or if it involves the Executive Director, the Employee or their Supervisor must refer the matter to the Executive Committee who will act on behalf of the Board.

A grievance taken to this level must be in writing from the employee.

The Employee or Supervisor will forward to the Executive Committee any additional information thought relevant.

The Executive Committee will provide a written response to the Employee.

The Executive Committee will also communicate with any other parties involved or deemed relevant.

This level should not exceed one week following the next scheduled meeting of the Executive Committee.