



Unity Volleyball — Official Communication & Resolution Process for Parents

Following consultation with the Ontario Volleyball Association (OVA) and Unity Volleyball Club’s legal counsel, we are implementing a clear, consistent process for addressing any concerns or questions related to your athlete’s experience.

Our goal is to ensure that all communication between players, parents, coaches, and management is handled professionally, respectfully, and transparently, in alignment with the OVA Rule of Two (which requires two screened adults to be present in all coach–athlete interactions). This process protects our athletes, coaches, and families while ensuring that feedback is heard and handled appropriately.

Unity Volleyball Club – Parent & Athlete Resolution Process

Step 1: Player–Coach Discussion

If an athlete has a concern, they should first speak directly with their coach. The OVA Rule of Two applies — a coach will never meet alone with a player. A second screened adult will always be present. The coach will document the conversation in writing and provide a summary to Unity management. Most concerns are resolved at this early stage through open communication and understanding.

Step 2: Parent–Coach Meeting

If the concern remains unresolved, parents may request a meeting with the coach (with or without the player present). A second coach or staff member will attend to comply with the Rule of Two. Coaches will take notes during the meeting and submit documentation to Unity management within 48 hours.



Step 3: Escalation to the Technical Director (Volleyball-Related Matters Only)

If the concern is volleyball-related (training methods, athlete development, on-court behavior, or coaching approach), it must first be brought to the attention of Technical Director Pylyp Harmash. The Technical Director will review all relevant notes and meet with the parent(s) and coach together to attempt resolution. This meeting must occur before any team-wide parent meeting is organized. The Technical Director will document the outcome and submit a report to Unity management.

Step 4: Team Parent Meeting (If Multiple Parents Are Concerned)

Only after all individual meetings with parents and the Technical Director have occurred, if the concern still involves multiple players or families with the same issue, the Head Coach will organize a mandatory parent meeting for the team. Each athlete's family must have at least one parent or guardian in attendance. Both team coaches will attend. The purpose of this meeting is to ensure transparency, accuracy, and constructive dialogue among all parties. Coaches will document the meeting and provide a written summary to Unity management.

Step 5: Escalation to Unity Management

If the concern cannot be resolved at the team or technical level, parents may formally request a meeting with Unity management. Management will review all documentation from the coach and Technical Director and determine appropriate next steps. If further discussion is required, the Executive Director or Club Director will participate in a follow-up meeting with another management representative present (following the Rule of Two).

Thank you for helping us create a positive, respectful, and unified environment for all Unity athletes and families.

Sincerely,
Unity Volleyball Club Management