RVA Administrative Council Complaint Review Standard Operating Procedures

Purpose

To establish a fair, transparent, and consistent process for receiving, reviewing, evaluating, and resolving complaints submitted to the RVA Administrative Council regarding Regional Volleyball Associations (RVAs), their leadership, governance, operations, or other matters within the Council's authority.

Scope

This procedure applies to any formal complaint submitted to the RVA Administrative Council involving a Regional Volleyball Association, including but not limited to concerns regarding:

- Board governance
- Fiduciary responsibilities
- Elections and governance processes
- Executive Director or Commissioner conduct
- Board or committee conduct
- Compliance with USA Volleyball, RVA, or Regional governing documents
- Organizational policies or procedures
- Other matters appropriately within the Administrative Council's authority

This procedure does not replace existing disciplinary, SafeSport, ethics, grievance, legal, or other established complaint processes. Complaints determined to fall under those processes will be referred to the appropriate authority.

Definitions

- Complaint: A written allegation submitted to the Administrative Council requesting review of actions or decisions involving a Regional Volleyball Association.
- Review Committee: A committee appointed by the Administrative Council Chair to conduct fact-finding and recommend potential remedies.
- Corrective Action: An action required by the Administrative Council to address identified deficiencies or governance concerns.
- Recommendation: A non-mandatory action intended to improve governance or organizational effectiveness.

Guiding Principles

This process promotes accountability, strengthens Regional governance, and supports the consistent application of USA Volleyball and Regional governing documents. Every complaint will be handled in a manner that is:

- Fair
- Objective
- Consistent
- Confidential to the extent possible
- Timely
- Well documented
- Focused on facts
- Respectful of due process
- Designed to strengthen Regional governance and organizational effectiveness whenever possible

Procedure

Step 1 – Complaint Received

- Complaint received by RVA Administrative Council (AC) Chair or designee.
- Assign case number.
- Acknowledge receipt.
- Create a case file.
- Record complainant, Region, allegations, and supporting documentation.

Step 2 – Initial Review and Jurisdiction

The RVA AC Chair (or designee) conducts an initial review to determine:

- Is the complaint within the Administrative Council's authority?
- Is additional information required before proceeding?
- Does another USA Volleyball process have jurisdiction?

Possible Outcomes

- Close with no further action.
- Request additional information.
- Refer to another appropriate authority.
- Open a formal Administrative Council review.

The RVA AC Chair shall notify the complainant whether the complaint has been closed, referred or accepted for formal review.

Step 3 – Review Committee Review

If a formal review is opened, the RVA AC Chair will appoint a Review Committee composed of Region leaders with relevant experience and no actual or perceived conflict of interest related to the complaint. The Review Committee will generally consist of three individuals unless the Administrative Council Chair determines a different composition is appropriate based on the nature or complexity of the complaint.

The Review Committee is responsible for conducting an impartial review of the complaint, gathering relevant information, identifying areas of concern, evaluating applicable governing documents and policies, and recommending appropriate remedies or corrective actions to the RVA Administrative Council.

The committee will:

- Review the complaint and supporting materials.
- Identify the specific governance or operational issues to be examined.
- Request written responses and supporting documentation from the Region.
- Conduct interviews or request additional information as needed.
- Evaluate applicable bylaws, policies, and governance standards.
- Develop findings of fact based upon the information obtained during the review.
- Recommend corrective actions, educational measures, or other appropriate remedies.

The committee's role is investigative and advisory. It does not issue final decisions.

Step 4 – Administrative Council Review

The Administrative Council will review:

- The Review Committee's findings.
- Supporting evidence.
- Recommended remedies.

The Administrative Council may:

- Adopt the recommendations.
- Modify the recommendations.
- Return the matter to the Review Committee for additional information.
- Dismiss the complaint.
- Require corrective actions.
- Refer the matter to another USA Volleyball authority if appropriate.

The Administrative Council's determination will be documented in writing.

Step 5 – Communication and Resolution

The Administrative Council Chair will communicate the final determination to the Region.

The communication will include:

- Summary of findings.
- Required or recommended corrective actions.
- Implementation deadlines, if applicable.
- Timeframe and process for requesting review or appeal, if permitted under USA Volleyball governing documents.
- Consequences for failure to implement required corrective actions, which may include referral to the appropriate USA Volleyball authority.

The Administrative Council or appointed individuals will monitor implementation of required corrective actions until the matter has been satisfactorily resolved.

Step 6 – Non-Response By The Region

Once the RVA Admin Council has provided the requirements and recommendations, the Region is expected to comply, or communicate promptly about why they cannot or will not comply. Failure to communicate and/or comply will result in the complaints being elevated to the USA Volleyball Ethics & Eligibility Committee and/or the USA Volleyball Board of Directors.

Document Owner: Jennifer Armson-Dyer
Version: 1.1 (updated to add Step 6 after discussion by the RVAA Admin Council)
Effective Date: Pending Approval, reviewed by RVAA Admin Council, who directed it be sent to RVA Structure & Function for review and inclusion in the RVAA governing documents, pending RVA approval
Approved by: N/A at this time
Last Revised: July 29, 2026