

Frequently Asked Questions about the Hockey Canada Maltreatment Complaint Process

WHAT PARTICIPANTS CAN EXPECT

CORE PROCESS PRINCIPLES



RESPECTFUL & TRAUMA-INFORMED

The process aims to be trauma-informed and respectful. Participants are encouraged to ask about available supports.



PROCEDURALLY FAIR

Everyone has the right to be heard and to participate in a fair process.



INDEPENDENT

The Independent Third Party (ITP) manages complaints independently from Hockey Canada



ANONYMOUS COMPLAINTS

Anonymous complaints require full identity disclosure to the ITP (but remain anonymous to the Respondent). Anonymity cannot be guaranteed.

COMMON QUESTIONS



Who can submit a complaint?

A complaint may be submitted by the person directly affected, a parent/guardian, a witness, or another concerned individual.



What happens after I submit a complaint?

You will receive a file number and be contacted by a case manager who will explain the process and next steps.



Does submitting a complaint affect my or my child's HCR?

If you are a Complainant, affected party, or a witness your status on the Hockey Canada Registry (HCR) does not change.



Is this process confidential?

Yes, participants are expected to keep information related to the process confidential. Certain information is shared only as part of fair process or where required by law.



How long is this process?

Timelines vary depending on complexity of the allegations, the number of participants, witness availability, and the type of process required.



Who to contact during the process?

You can contact your assigned case manager at any time with procedural questions about the process.

WHAT HAPPENS: OVERVIEW

STEP 1: COMPLAINT SUBMITTED

All complaints must be submitted via the ITP online complaint form:
<https://sportdispute-hockey.com/report-a-violation>
You will receive a file number.

STEP 2: CASE MANAGER ASSIGNED

You will be assigned a case manager for your file. They will contact you by email, confirming receipt and next steps. Your case manager will be your point of contact throughout this process.

STEP 3: JURISDICTION REVIEW

The ITP reviews the complaint to determine whether it falls within the mandatory or discretionary jurisdiction of Hockey Canada's Maltreatment Complaint Management Policy, or whether it is considered a non-jurisdictional matter.

STEP 4: NEXT STEPS DETERMINED

You will be informed about the next steps. Some complaints may be redirected to a provincial or territorial hockey member organization and/or Sport Integrity Canada (SIC) and/or another organization with jurisdiction.

STEP 5: COMPLAINANT APPROVAL + RESPONDENT RESPONSE

The Complainant reviews and approves the allegations. If the Complainant chooses not to proceed, the process ends. Once approved, the Respondent is then notified and asked to respond.

STEP 6: INFORMATION GATHERING

Information relevant to the complaint is gathered and reviewed. This may include interviews, documents, messages, videos and/or other formats. Witnesses may be asked to participate.

STEP 7: ADJUDICATION

An independent adjudicator reviews all of the information and determines whether there was a violation and if any outcomes or sanctions are appropriate.

STEP 8: DECISION ISSUED

A written decision explains the findings, the reasons for the decision and any outcomes or sanctions, if any.

STEP 9: APPEAL (IF AVAILABLE)

Certain decisions may be appealed directly to the Sport Dispute Resolution Centre of Canada (SDRCC). SDRCC will handle the appeal independently.



JURISDICTION

The ITP determines if jurisdiction for the complaint is mandatory, discretionary or outside of the Policy. If the complaint is outside of the policy, the ITP will explain other available options.



PARTICIPATION

This is not a whistleblower policy. As such, Complainants must participate fully from start to finish. You may be asked to participate in meetings, interviews or other parts of the process.



PROVISIONAL MEASURES

The ITP will determine whether it is appropriate to restrict the Respondent's participation in sanctioned activities while the Complaint is being investigated and adjudicated.



SUPPORT & RESPECT

Retaliation against any participant involved in the process will not be tolerated and may be subject to disciplinary proceedings pursuant to the Policy.