

QUARTERLY REPORT



PSC

PLAINTES
SPORT
COMPLAINTS

2025-2026
Q2

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Overview

This report has been prepared by Plaintes Sport Complaints (a division of Sport Dispute Management Inc.), the Independent Third Party (ITP) appointed by Hockey Canada to administer all maltreatment complaints under Hockey Canada's Maltreatment Complaint Management Policy (the Policy).

This report provides non-identifiable information about the Complaints managed by the ITP during the period of **October 1, 2025 to December 31, 2025** (the **Reporting Period**), including the overall number of Complaints received, the status of the Complaints and the nature of the Complaints.



Jahmiah Ferdinand-Hodkin

Owner of Sport
Dispute
Management Inc.

In summary, the ITP opened 680 new Complaints. The ITP closed 540 of the 680 Complaints received during the Reporting Period and an additional 42 Complaints received during previous periods. Of the 680 Complaints received during the Reporting Period, 28.53% were accepted as within the mandate of the ITP. Of the Complaints closed by adjudication during the Reporting Period, 83.7% were substantiated with the most severe sanction imposed being suspension.

Capitalized terms relate to definitions found within the Policy.

Complaint Pathway

The ITP assesses jurisdiction and assigns a process upon receipt of every Complaint.

→ Redirect

Maltreatment Complaints which do not fall within the ITP's mandate, as prescribed by the Policy, are redirected, on consent of the Complainant, to Members to review under their policies and procedures.

→ Summary Dismiss

Complaints which do not relate to Maltreatment (for example, fee disputes) or are not pertaining to Hockey Canada participants are closed by Summary Dismissal order.

→ Accept

Maltreatment Complaints which fall under the ITP's mandate are addressed either under Process 1 (summary) or Process 2 (comprehensive) depending on a variety of factors including age of Parties, nature of the allegations and evidence provided.

COMPLAINT PATHWAY Year Over Year Comparison		
Pathway	Received 2024-2025 Q2	Received 2025-2026 Q2
Redirect	275	404
11.4	1	0
Summarily Dismiss	53	66
Accept	85	194
Information Required	18	12
Non- Compliance	0	4
TOTAL	432	680

Complaint Status

The status of a Complaint accepted by the ITP changes as it progresses through the Complaint process.

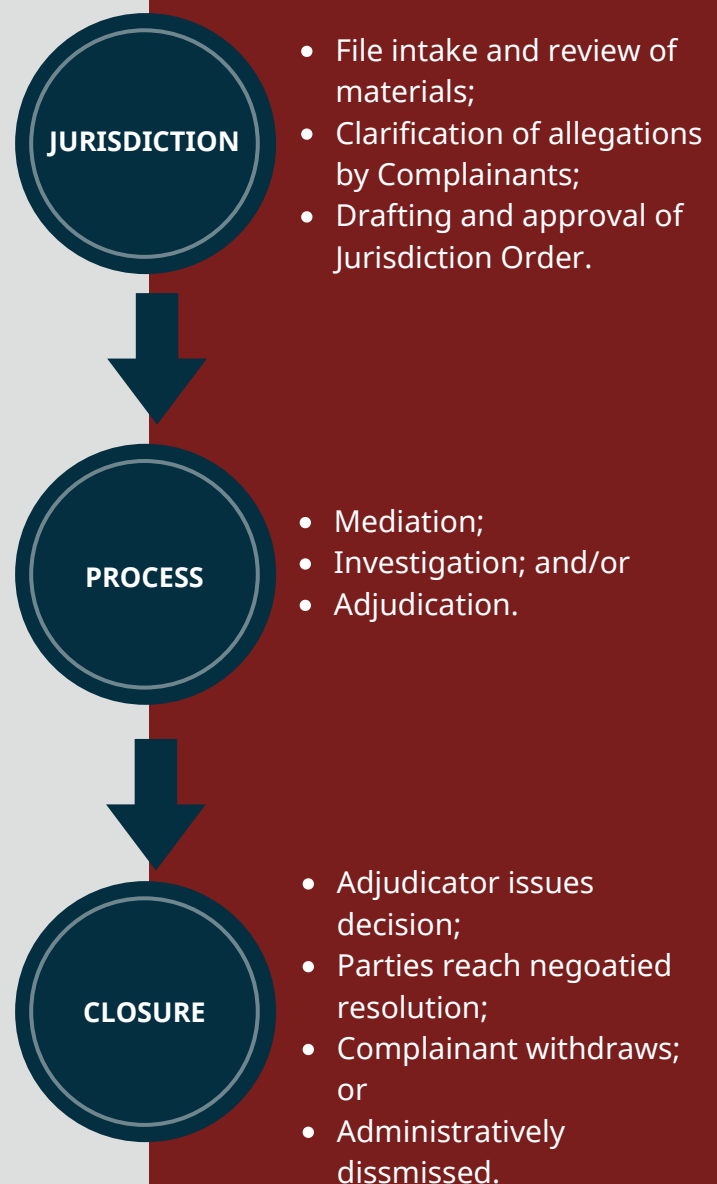
The Complaint process is established by the Policy.

Of the 680 Complaints received during the Reporting Period, 140 remained open at the close of the Reporting Period. Their status at the close of the Reporting Period is set out in the "Received during Reporting Period" column below.

Of the 124 Complaints received during the previous quarter, 35 remained open when the Reporting Period started. By the end of the Reporting Period, 17 remained open. The status of those Complaints is set out in the "Received during Q1" column below.

Note: Complaints are administratively suspended when the ITP cannot continue to administer the process for a period of time, for example, when a police investigation is ongoing.

COMPLAINT STATUS		
Status	Received during Q1	Received during Reporting Period
Jurisdiction	6	72
Mediation	0	0
Investigation	2	2
Adjudication	9	66
Administratively Suspended	0	0
TOTALS	17	140



Allegations

Every Maltreatment Complaint received is categorized by the ITP. If the Complaint contains allegations of Maltreatment, it is categorized as falling into *one or more* of the eight categories below. For example, one complaint may be categorized as Bullying/Harassment, Physical Abuse *and* Discrimination. **This chart should be read 'as "Bullying/Harassment was found to be an allegation in 43.82% of the Complaints received by the ITP."**

MALTREATMENT ALLEGATIONS		
Maltreatment Allegation	Number of allegations in Reporting Period	Percentage of Complaints containing this allegation in Reporting Period
Bullying / Harassment	298	43.82%
Non Maltreatment Allegations	163	23.97%
Physical Abuse	116	17.06%
Discrimination	79	11.62%
Sexual Maltreatment	79	11.62%
Abuse of Power	31	4.56%
Social Media Harassment	30	4.41%
Neglect	27	3.97%
Hazing	13	1.91%

Sexual Maltreatment is used broadly to include all forms of sexual maltreatment, whether physical or psychological in nature, including but not limited to social media harassment of a sexual nature, sexually based comments, grooming and physical sexual maltreatment.

Complaint Timing

INITIAL COMMUNICATION

12 HOURS

- Within approximately 12 hours of receipt of a Complaint the ITP will contact the Complainant, briefly explain the process, provide the unique Complaint file number as well as the name and contact information for the case manager responsible for the Complaint.

REDIRECTED

0.8 DAYS

- Redirected files are closed by the ITP within an average of 0.8 days from receipt.
- Within that time, the Complainant is notified that the Complaint is not in ITP jurisdiction and, if the Complainant consents, the file is transferred to the Member and the ITP file is closed.

ACCEPT PROCESS 1

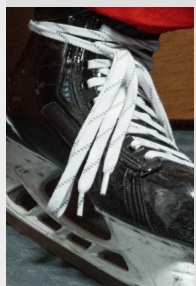
50.4 DAYS

- 83 Process 1 files closed during the Reporting Period (18 received in prior periods). These files were open for an average of 50.4 days.
- Adjudicated Process 1 files spent an average of 81.3 days in the adjudication stage.

ACCEPT PROCESS 2

580 DAYS

- The 15 Process 2 files closed this period were all received in prior seasons, and the majority stem from a small number of complaint groups filed in the 2022-2023 and 2023-2024 seasons involving multiple Respondent Subparts, so a single long-running complaint can add several files of identical duration to the average.
- A number of these files were administratively suspended for extended periods while police investigations or other external processes concluded; the ITP cannot advance a complaint during suspension, but the file remains open and the elapsed time is included in the days-open average when the file finally closes.
- 12 Investigated files averaged 475 days in investigation. Adjudicated files averaged 212 days in adjudication.



Complaint Outcomes



Sanctions can be imposed singularly or in combination. Meaning, a Respondent can be suspended for a period of time, required to issue a written apology and have as a condition of reinstatement the completion of specified educational requirements. Therefore, the charts below should be read as “in 8 of the 29 Process 1 adjudicated matters, a suspension was imposed as part of the sanction.” Note: 43 adjudicated closures this period: 29 Process 1 (13 in-period, 16 prior), 13 Process 2 and 1 administered for a Member (all prior).

Process 1

Substantiated: 23 (79.3%)
Unsubstantiated : 6 (20.7%)

Process 1: Sanctions (Total: 29 ITP Adjudicated Files)				
Sanction	Received during Reporting Period (13)		Received prior to Reporting Period (16)	
Suspension	3	23.08%	5	31.25%
Verbal or Written Warning	6	46.15%	3	18.75%
Education	7	53.85%	5	31.25%
Probation	0	0%	2	12.50%
Eligibility Restrictions	6	46.15%	0	0%
Other Required Outcomes	0	0%	0	0%
Formal Apology	0	0%	0	0%
No Additional Suspension Imposed / No Sanction Imposed	2	15.38%	4	25.00%
Permanent Ineligibility	0	0%	0	0%
Fine	0	0%	0	0%

Process 2

Substantiated: 12 (92.3%)
Unsubstantiated: 1 (7.7%)

Process 2: Sanctions (Total: 12 ITP Adjudicated Files)				
Sanction	Received during Reporting Period (0)		Received prior to Reporting Period (13)	
Suspension	0	0%	6	46.15%
Verbal or Written Warning	0	0%	9	69.23%
Education	0	0%	3	23.08%
Probation	0	0%	0	0%
Eligibility Restrictions	0	0%	2	15.38%
Other Required Outcomes	0	0%	0	0%
Formal Apology	0	0%	0	0%
No Additional Suspension Imposed / No Sanction Imposed	0	0%	0	0%
Permanent Ineligibility	0	0%	0	0%
Fine	0	0%	0	0%



Moving Forward

The volume of complaints received in Q2 this year is 57% more than last year (680 in Q2 this season against 432 last season).

As anticipated, the volume of Complaints received in Q2 was much higher than Q1 (124 in Q1 and 680 in Q2). The percentage of summarily dismissed complaints has continued to decrease, which suggests a better understanding of the ITP's mandate by those reporting maltreatment concerns. The acceptance rate increased from 19.5% in Q2 last year to 28.5% this year, consistent with the 27.4% seen in Q1.

There was a substantial increase in physical maltreatment complaints in Q2 versus Q1 (17.1% of the complaints included physical maltreatment allegations in Q2 versus 4.0% in Q1). This is also an increase against last year Q2, which saw 9.7% of complaints containing an allegation of physical maltreatment. Sexual maltreatment reports also increased this quarter, with 11.6% of complaints in Q2 containing allegations of sexual maltreatment, against 8.9% in Q1 and 8.6% in Q2 last year. We did witness a decrease in discrimination complaints from last year - with 19.2% of complaints containing an allegation of discrimination in Q2 last year, to 8.1% in Q1 of this year and 11.6% in Q2 this year.

Projecting from last season, the ITP anticipates a higher volume of complaints in Q3 than in Q2. Last season, complaint volume increased by approximately 78% between Q2 and Q3.

For more information regarding process, please visit sportcomplaints.ca.