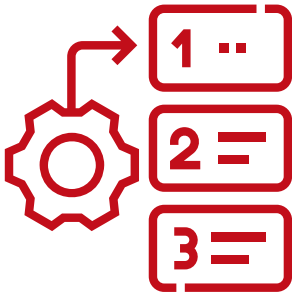


ITP Sport Case Manager:

Your Guide Through the Complaint Process



What is a Case Manager?

At ITP Sport, we understand that navigating a complaint process can be unfamiliar territory. That's why we have a dedicated Case Manager to guide you through each step. The Case Manager is a neutral third party who acts as an impartial resource for both the complainant (the person filing the complaint) and the respondent (the person the complaint is against).



What Does a Case Manager Do?

- **Ensures Fairness:** The Case Manager oversees the complaint process according to established policies, guaranteeing a fair and unbiased dispute resolution process.
- **Provides Support:** They offer support to both the complainant and respondent, answering questions and explaining procedures throughout the process.
- **Facilitates Communication:** The Case Manager acts as a bridge, facilitating communication between the parties and any involved disciplinary panel or adjudicator.
- **Review Thoroughly:** They gather and analyze evidence to ensure a complete understanding of the situation.
- **Maintains Confidentiality:** All information shared during the process remains confidential with the Case Manager.
- **Manages Timelines:** The Case Manager keeps the process moving efficiently, working towards a timely resolution.



What Does a Case Manager NOT Do?

- **Act as a Representative:** The Case Manager does not represent any party and cannot advocate on behalf of anyone.
- **Determine the Final Outcome:** The Case Manager does not decide on the outcome of the case. Therefore, it is important the adjudicator or disciplinary panel hears your position.



How Can You Reach Your Case Manager?

- As case manager, we strive to be readily available to answer any questions and provide guidance about the complaint and discipline process. Discuss with your case manager your preferred contact method, noting email is often the best way to reach us.