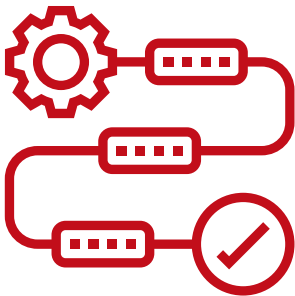


# Step-by-Step Guide to Filing a Complaint (Safe Sport Dispute)



## Things you should be aware of in a complaints process



1. The process is a one size fits all process – this is one option for addressing disputes and we want you to be aware it is a judicial process.
2. Be concise, and provide a clear timeline of the issue, and what your idealized outcome would look like. Ensure the conflict aligns with the available discipline process.
3. This is not a criminal process or civil process. The scope of sanction for an individual or organization is typically education, a verbal or written warning, suspension or permanent ineligibility from the organization.
4. There is a responsibility for the complainant to provide information to substantiate the complaint.

## Before You Begin



- **Consider Informal Resolution:** Can you resolve the issue directly with the person or organization involved? Often, open communication can lead to a quicker and more satisfactory outcome.
- **Review Policies:** Have you reviewed the complaint and discipline policy, or code of conduct of your sport organization? Understanding these policies will help you determine if your complaint is valid within their framework.
- **Local Resources:** Check with your local governing body or sports organization for resources and guidance specific to your situation.

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## Step 1: Evaluate Your Complaint

- **Gather Evidence:** This could include documents, emails, photos, or witness statements that support your claim.
- **Identify Witnesses:** Think about anyone who might have observed the situation you're reporting. Gather their contact information.
- **Be Prepared for Cross-Examination:** The respondent (the person/organization you're filing against) may question your witnesses. Be prepared to help them present their information clearly.



## Step 2: Consider Alternative Dispute Resolution (ADR)

- **Mediation/Arbitration:** These processes involve a neutral third party who helps reach a solution. This can be quicker and less expensive than a formal complaint.



## Step 3: File a Formal Complaint

- **Contact Affected Parties:** Ensure you have gathered contact information for your witnesses or affected parties and explained how they may be involved.
- **Complete the Form:** Provide detailed information about the incident, including dates, times, and people involved. Attach any evidence you've gathered.

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## Step 4: The Complaint Process

The ITP will review your complaint and determine if it meets their criteria. They may conduct an investigation which might involve interviewing witnesses and requesting additional information from both parties.

- **Hearing:** Depending on the complaint's severity, there may be a hearing with a panel or committee. Be prepared to present your case and potentially cross-examine witnesses for the respondent.



## Step 5: The Outcome

The discipline panel will issue a decision based on the information, investigation and hearing. This may involve disciplinary action against the respondent or a dismissal of your complaint.

- **Appeal:** You may have the right to appeal the decision if you disagree with the outcome.

### Additional Resources

- Look for resources and support from your local or national sport organization. Some that may be helpful are:
  - o <https://sirc.ca/safesport/>
  - o <https://abuse-free-sport.ca/helpline>
  - o <https://www.ccmhs-ccsms.ca/>
  - o <https://kidshelpphone.ca/>
  - o <https://www.canada.ca/en/public-health/services/mental-health-services/mental-health-get-help.html>
  - o <https://crtc.gc.ca/eng/phone/988.htm>
  - o <https://coach.ca/mental-health-hub>
  - o <https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc>
  - o <https://www2.gov.bc.ca/gov/content/governments/multiculturalism-anti-racism/anti-racism/resiliencebc>

### Remember

- This is a general guide, and the specific steps may vary depending on the organization and the nature of your complaint.
- It's important to be patient and persistent throughout the process.
- Consider seeking legal advice if your complaint is complex or you need further guidance.