

ANNUAL REPORT



PSC

PLAINTES
SPORT
COMPLAINTS

2024-2025

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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).



Jahmiah Ferdinand-Hodkin

Owner of Sport
Dispute
Management Inc.

This report provides non-identifiable information about the complaints managed by the ITP including the overall number of complaints received, the status of the complaints, the nature of the complaints, the complaint timelines and year over year metrics.

Current reporting period: July 1, 2024 to June 30, 2025 (referred to throughout as the Reporting Period).

To provide additional context, information regarding the ITP is in Appendix A and details on the Complaint process are in Appendix B.

Capitalized terms relate to definitions found within the Policy.

Executive Summary

During this Reporting Period, the ITP received 1,464 complaints from 1,279 Complainants.

Of the 1,464 complaints, the ITP closed 1,385. In addition, the ITP closed 111 complaints received during the previous season. Therefore, the total number of files closed during the Reporting Period is 1,496.

Starting last Reporting Period, Hockey Canada directed its Members not to submit 11.4 allegations to the ITP. These matters were administered directly by Members under their policies and procedures pertaining to 11.4 violations. During the 2023-2024 season 26% of the complaints received by the ITP were 11.4 allegations. As such, the ITP anticipated a reduction in complaint volume of approximately 26%. The ITP data for the Reporting Period indicates a total reduction of 29% in complaints (meaning, 79 less complaints than anticipated when accounting for the removal of all 11.4 complaints).

The ITP placed a significant focus on decreasing the time it took to evaluate the jurisdiction of its complaints and redirect those complaints that fell within the jurisdiction of the Members. The ITP was able to reduce the time it took to redirect complaints from 15 days during the 2022-2023 season to less than 1 day during the 2024-2025 season. This includes complaints received on weekends and holidays.

With respect to the complaints that the ITP accepted, the data indicates that there was a slight increase in substantiated complaints (from 54% to 67%). With regard to the nature of complaints the ITP processed, the breakdown year to year indicates that bullying and harassment complaints making up highest number of complaints for both the 2023-2024 and current Reporting Period. Sexual maltreatment complaints have decreased from 9% in 2023-2024 to 6% in 2024-2025.

The number of complaints summarily dismissed, either because the respondent was not a Hockey Canada participant or because the allegations were not maltreatment, reduced from 14% in 2023-2024 to 12% in 2024-2025, suggesting Complainants have a better understanding of the nature of complaints the ITP administers and where to submit their concerns.



1,496
complaints
Closed

79 fewer
complaints
in 2024-
2025

Decrease in
Summarily
Dismissed

1,464
complaints
Received

Decrease in
processing
time

Anonymity

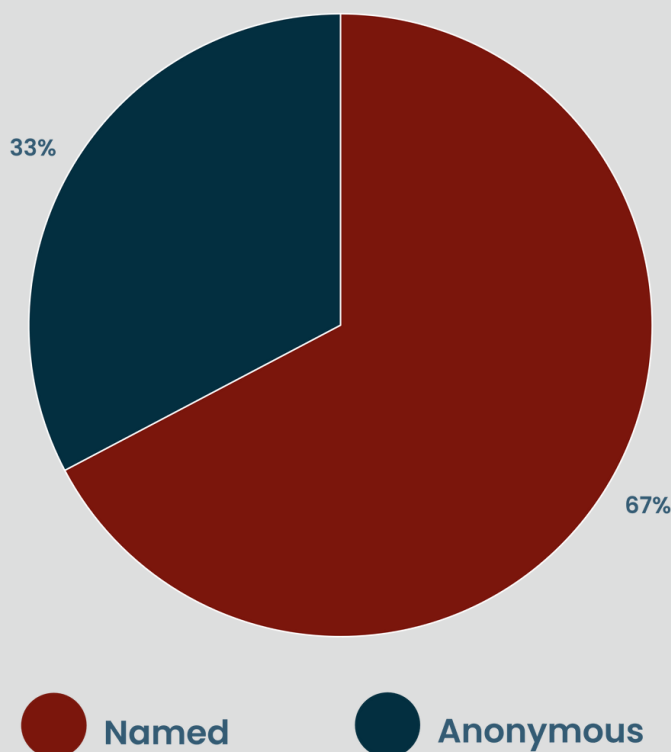
The Policy permits Complainants to pursue their complaint while remaining anonymous to the Respondent(s).

The ITP will not share an anonymous Complainant's identity with Respondent(s).

For anonymous complaints, investigators, adjudicators and mediators adjust their process to protect the identity of the Complainant while affording the Parties a procedurally fair process.

33% OF
COMPLAINANTS
CHOSE TO BE
ANONYMOUS

Anonymity Elections



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.

→ Summarily 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		
Pathway	Received During Reporting Period	Closed During Reporting Period Received Prior
Redirect	1,031	6
Rule 11.4 - Redirected to Members	0	0
Redirected to CCES or OSIC	0	0
Summarily Dismiss	183	1
Accept	214	104
As at the last day of the reporting period: additional Information required to make a complaint Pathway determination	36	0

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 1,464 complaints received during the Reporting Period, 73 remained open at the close of the Reporting Period. Their status at the close of the Reporting Period is described 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 OF 73 OPEN FILES	
Status	Files
Jurisdiction	4
Investigation	10
Adjudication	43
Administratively Suspended	16



- File intake and review of materials;
- Clarification of allegations by Complainants;
- Drafting and approval of Jurisdiction Order.

- Mediation;
- Investigation; and/or
- Adjudication.

- Adjudicator issues decision;
- Parties reach negotiated resolution;
- Complainant withdraws; or
- Administratively dismissed.

Maltreatment 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 nine categories below. For example, one complaint may be categorized as Bullying/Harassment, Physical Abuse *and* Discrimination. **Therefore, the data on pages 8 and 9 should be read as “Bullying/Harassment was found to be an allegation in 48.57% of the complaints received.”**

MALTREATMENT ALLEGATIONS		
Maltreatment Allegation	Number of allegations in Reporting Period	Percentage of complaints containing this allegation in Reporting Period
Bullying / Harassment	711	48.57%
Discrimination	216	14.75%
Physical Abuse	119	8.13%
Sexual Maltreatment	96	6.56%
Abuse of Power	96	6.56%
Social Media Harassment	78	5.33%
Neglect	60	4.10%
Hazing	17	1.16%

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.

Non – Maltreatment Allegations

While the ITP's mandate is limited to processing Maltreatment Complaints under the Policy, it does receive other complaints. The ITP tracks the non-Maltreatment complaints it receives. The five primary types of non-Maltreatment complaints the ITP receives pertain to process, field of play, false allegations, criminal charges and retaliation.

OTHER ALLEGATIONS		
Allegation	Number of allegations in Reporting Period	Percentage of total complaints containing this allegation in Reporting Period
Field of play	77	5.23%
Concern regarding process	56	3.83%
False allegations	13	0.89%
Retaliation	5	0.34%
Criminal charges	4	0.27%

Complaint Timing

Please refer to page 20 for more information on process 1 and process 2 and page 21 for the redirect process.

REDIRECTED

LESS THAN 1 DAY

- Redirected files are closed by the ITP within an average of 0.9 days of receipt.
- Within that time, the Complainant is notified that the complaint is not in the ITP's jurisdiction and, if the Complainant consents, the file is transferred to the Member.
- Reduction from 15 days during the 2022-2023 season.

INITIAL COMMUNICATION ON ACCEPTED COMPLAINTS

1 DAY

- Within approximately 1 day 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.

ACCEPT PROCESS 1

92.5 DAYS

- Files accepted under Process 1 of the Policy are closed within an average of 92.5 days of receipt.**
- On average, Process 1 files are in the adjudication stage for 67 days.**
- Reduction from 113 days in 2023-2024

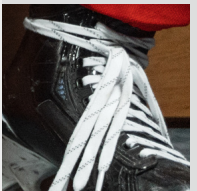
***Trimmed Mean (see p. 11)*

ACCEPT PROCESS 2

239 DAYS

- Files accepted under Process 2 of the Policy are closed within an average of 239 days of receipt**
- On average, Process 2 files that are investigated are in the investigation stage for 187 days.**
- On average, Process 2 files that are adjudicated are in the adjudication stage for 31 days.**
- Increase from 136 days in 2023-2024.

*NOTE: not all Process 2 files included both adjudication and investigation and some were resolved by Mediation. ** Trimmed Mean (see p. 12)*



Accept Data – Process 1

167 PROCESS 1 FILES

CLOSED

132 CLOSED

- 25 complaints were withdrawn*
- 3 complaints were settled by mediation
- 87 complaints were closed by adjudication
- 14 complaints were administratively dismissed
- 3 complaints were summarily dismissed

OPEN

35 OPEN

- 3 complaints in jurisdiction
- 25 complaints in adjudication
- 1 complaint in investigation
- 6 complaints administratively suspended

TIMELINES

- Average time in adjudication: 67 days **
- Average total Days Open: 92.5 days **

*** Trimmed Mean means the exclusion of one file with the shortest time in adjudication and the one file with the longest time in adjudication. This technique is used to reduce the influence of outliers, which are extreme values that can disproportionately affect a dataset and lead to less representative calculations. Without this, the average total days open is 95.*

Note: *Complainants can withdrawn complaints for multiple reasons, most common are: personal choice/reasons, allegations already raised/addressed by a separate source, concerns resolved, process questions.



Accept Data – Process 2

47 PROCESS 2 FILES

CLOSED

9 CLOSED

- 9 complaints were closed by adjudication

OPEN

38 OPEN

- 1 complaint in jurisdiction
- 9 complaints in investigation
- 18 complaints in adjudication
- 10 complaints administratively suspended

TIMELINES

- Average time in investigation: 187 days **
- Average time in adjudication: 31 days **
- Average total days open: 239 days **

Not all Process 2 files included adjudication and investigation; some resolved in Mediation.

*** Trimmed Mean means the exclusion of the one file with the shortest time in adjudication and the one file with the longest time in adjudication. This technique is used to reduce the influence of outliers, which are extreme values that can disproportionately affect a dataset and lead to less representative calculations. Without this, the average total days open is 273.*



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 39 of the 87 Process 1 adjudicated matters, a suspension was imposed as part of the sanction.”

Process 1

Substantiated: 60 (68.97%)
 Unsubstantiated : 27 (31.03%)
 Total: 87

Suspension	39	44.83%
Education	25	28.74%
Verbal or Written Warning	13	14.94%
Formal Apology	9	10.34%
Probation	8	9.20%
Eligibility Restrictions	8	9.20%
No Additional Suspension Imposed	6	6.90%
Other Required Outcomes	5	5.75%
Permanent Ineligibility	1	1.15%
Fine	1	1.15%

Process 2

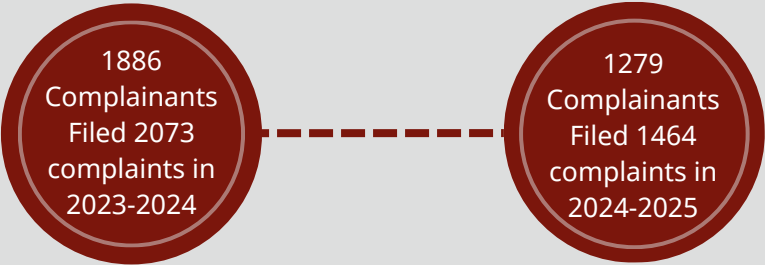
Substantiated: 5 (55.56%)
 Unsubstantiated: 4 (44.44%)
 Total: 9

Suspension	2	22.22%
Education	2	22.22%
Probation	0	0.00%
Verbal or Witten Warning	2	22.22%
No Additional Suspension Imposed	0	0.00%
Eligibility Restrictions	0	0.00%
Permanent Ineligibility	1	11.11%
Other Required Outcomes	0	0.00%
Formal Apology	1	11.11%
Fine	0	0%

Year Over Year

→ Accept

In 2023-2024, the ITP accepted 402 complaints (19.39% of all complaints). During this Reporting Period, the ITP accepted 214 complaints (14.62% of all complaints).

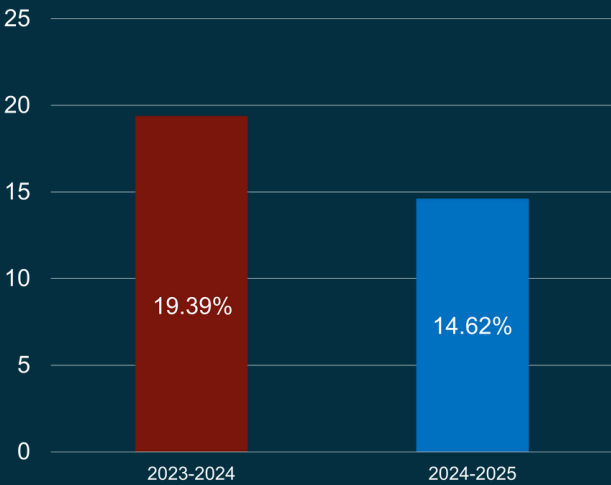


→ Redirect

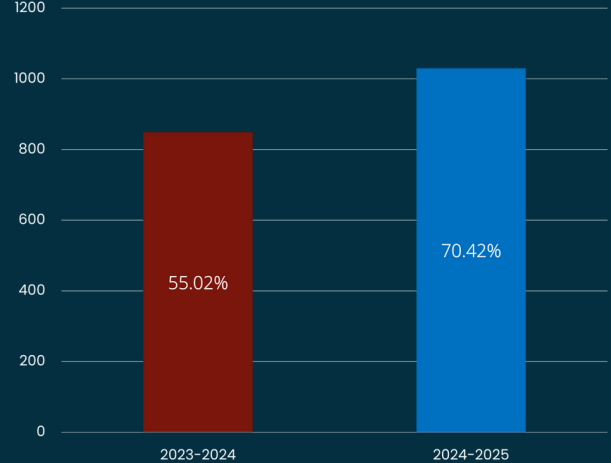
Redirected files increased from 849 to 1,031 in this Reporting Period compared to the one prior. This increase can be attributed to a variety of factors including Complainants increased understanding that all complaints should be directed to the ITP for a jurisdiction assessment as opposed to being sent to their local association or Member.

Successive reporting periods show that file closure timelines have shortened significantly from 15 days in 2022-2023, to 5 days in 2023-2024, and to 0.9 days in the current Reporting Period. This marks a total reduction of 94% in file open time for redirected files ensuring that the Members can begin processing files under their policies within a day of complaint submission.

Percentage of Accepted Files



Percentage of Redirected Complaints



Data Recap

ITP DATA 2022-2023

1895 FILES

- Accepted: 246 (12.98%)
 - Accept Process 1: 95 (5.01%)
 - Accept Process 2: 151 (7.97%)
- Redirected: 1412 (74.51%)
 - Redirect 1076 (56.78%)
 - 11.4 Redirects: 299 (15.78%)
 - Summary Dismiss: 37 (1.95%)
- Other: 237 (12.50%)
 - 11.4 Administer: 6 (0.32%)
 - Administrative Dismissal: 231 (12.19%)

ITP DATA 2023-2024

2073 FILES

- Accepted: 402 (19.39%)
 - Accept Process 1: 256 (12.35%)
 - Accept Process 2: 146 (7.04%)
- Redirected: 1,380 (67.05%)
 - Redirect: 849 (40.96%)
 - 11.4 Redirects: 530 (25.57%)
 - to OSIC: 1 (0.05%)
- Summary Dismiss: 291 (14.04%)

ITP DATA 2024-2025

1464 FILES

- Accepted: 214 (14.62%)
 - Accept Process 1: 167 (11.41%)
 - Accept Process 2: 47 (3.20%)
- Redirected:
 - Redirect: 1031 (70.42%)
 - 11.4 Redirects: 0
 - to OSIC or CSSP: 0
- Summary Dismiss: 183 (12.50%)

Moving Forward

The ITP conducts continuous internal reviews to improve the process, enhance participant experience and incorporate efficiencies to provide for more streamlined complaint management. The ITP takes all feedback received from Parties seriously and seeks to operationalize changes that improve the administration of complaints within the scope of the Policy. In addition to this constant review, the ITP holds a seasonal retrospective collecting feedback from Hockey Canada, case managers, adjudicators, mediators and investigators.

As a result of the information and feedback gathered by the ITP, the following adjustments have been implemented for the 2025-2026 period:

- New protocols to reduce processing time of accepted complaints;
- Precedent database including all adjudicated decisions available to all adjudicators to ensure consistency of sanctioning across the country from all independent adjudicators.

The following protocols have been proven effective throughout the 2024-2025 season and the ITP will continue to implement them in the upcoming 2025-2026 season:

- Anonymized portal available to Hockey Canada and Members for ongoing monitoring of Complaint status;
- Enhanced security features to the highest level of data protection (compliant with regulations applicable to custodians of personal health information);
- Policies for document sharing which permit distribution only via secure portals, without the ability to download or print in order to protect Parties' confidentiality;
- Annual and Quarterly reports posted online and available to the public.



Plaintes Sport Complaints

Plaintes Sport Complaints is a division of Sport Dispute Management Inc., a company focused on the administration of safe sport complaints.

The ITP case managers include lawyers, paralegals and others with experience in safe sport. The team is composed of individuals of different ages, ethnicities, languages and genders. The educational backgrounds of the team includes law, criminology, psychology, risk management, project management and program development. Every Complaint is assigned to a case manager based on the case manager's experience, training, area(s) of expertise and capacity. The case managers are located in various provinces across Canada and can address complaints in either French or English.

The ITP case managers retain external mediators, investigators and adjudicators skilled, trained and experienced in their field and appoint these individuals to files based on the requirements of the file and the expertise of the external experts. The mediators, investigators and adjudicators are also in various provinces across Canada and can address complaints in either French or English.

Given the vulnerable populations that the ITP work services, the ITP ensures that all team members have experience and training in conducting trauma informed processes. In this respect, all ITP case managers, adjudicators and investigators are required to undergo trauma informed training specific to their work in safe sport.

Plaintes Sport Complaints considers it important to provide ongoing targeted educational opportunities to all team members and is currently planning the training for the 2025-2026 season.

With respect to the Complaints administered on behalf of Hockey Canada, Plaintes Sport Complaints provides Hockey Canada and its Members with live anonymized data regarding all Complaints received by the ITP. This data demonstrates the volume of Complaints, the nature of Complaints as well as the ongoing status of all Complaints. In addition to the live data, Plaintes Sport Complaints has committed to providing annual reports documenting important statistics and adjustments to the program. This is the second annual report.

Complaint Processes

→ Intake

The ITP has been tasked with serving as Hockey Canada's independent mechanism. In that capacity, the ITP receives all Maltreatment complaints regarding Hockey Canada participants. As part of its mandate, the ITP is to assume jurisdiction over certain complaints which would otherwise fall under the jurisdiction of a Member.

The ITP has sole discretion to determine which complaints that would ordinarily fall within the jurisdiction of the Members ("Member Complaint") it will assume jurisdiction over. The following are examples of situations where the ITP may assume jurisdiction over a Member complaint:

- Where the ITP determines that a complaint features allegations of Serious Misconduct against a Hockey Canada participant over which it has jurisdiction;
- Where, in the estimation of the ITP, a conflict of interest might exist, or be perceived to exist, if the matter was to be handled by the Member; or
- Where the complaint features Parties from more than one Member and the Members involved cannot agree as to who should take jurisdiction over the matter.

The ITP is required to administer all complaints which primarily advance allegations of sexual maltreatment, grooming or any conduct which constitutes child abuse under relevant child protection legislation.

All complaint submissions are received by the ITP in writing, either through an online form or via email. In accordance with the Policy, the ITP undertakes a jurisdictional evaluation of every complaint submission received to assess whether the complaint fits within the ITP's mandate as prescribed by the Policy.

The ITP contacts the Complainant within the following 24 hours of receiving the complaint to confirm receipt, identify the ITP case manager responsible for the complaint, provide the Complainant with a unique file number associated with their complaint and request any information that may be missing to make the jurisdictional determination.

Complaint Processes

→ Accept

Once the ITP determines the complaint fits within its jurisdiction, the ITP prepares a jurisdiction order and shares a draft version of the jurisdiction order with the Complainant for their review and approval. Only after the Complainant approves the jurisdiction order, will the ITP share the jurisdiction order with the Respondent. This jurisdiction order is the first notice the Respondent receives of the complaint against them. It sets out who the ITP is, what the allegations are against the Respondent, what the process is, and what the next steps and potential outcomes of the process are. The jurisdiction order will also set out the particulars of interim sanctions (suspensions pending adjudication) and will invite the Respondent to provide their written response to the allegations and position on interim sanctions.

Depending on the nature of the allegations, the age and vulnerability of the parties and the nuances of the complaint, the ITP will determine whether to appoint an investigator, adjudicator and/or a mediator (i.e. whether to proceed via Process 1 or Process 2). Process 1 is the more streamlined approach which permits complaints to proceed directly to an adjudicator, who has the power to propose mediation, obtain written or oral submissions from the parties, conduct interviews or convene a meeting. Process 2 is a more involved process which starts with an investigation conducted by a third-party investigation firm. If mediation is not an option or does not result in resolution, the ITP then appoints an adjudicator who holds a written or oral hearing with the presumption being that the facts as set out in the investigation report are to be accepted.

The ITP will also determine whether interim sanctions should be imposed or whether there is a duty to report the allegations to the authorities, including the appropriate police force and/or child protection agency.

Once an adjudicator is appointed, the adjudicator will direct the process. The adjudicator will issue procedural orders setting out steps forward in a transparent manner for all parties involved. The process concludes either through negotiated resolution or a decision issued by the adjudicator.

A Complainant may choose to withdraw their complaint at any time for any reason. In some instances, a Complainant will do so immediately after submitting their complaint – having taken a moment to review the ITP website, which describes the ITP mandate and process in full. In other cases, Complainants withdraw once the process has begun but prior to the adjudicator issuing a decision. Where a complaint is withdrawn after a Respondent has been notified of the complaint, the allegations that the Complainant put forward cannot be revisited and the file is deemed complete. If the complaint is withdrawn prior to the Respondent being notified of the complaint, then the Complainant can pursue the complaint once they are ready.

Complaint Processes

→ Redirect

Once the ITP receives all information necessary to determine jurisdiction from the Complainant, and finds that although the allegations may constitute Maltreatment, it does not have jurisdiction to administer the complaint under the Policy, the ITP informs the Complainant and the Member in writing with reasons. If the Complainant has advised the ITP that they do not want their complaint shared with the Member, the ITP returns the complaint to the Complainant with contact information for the Member should the Complainant choose to proceed.

After the jurisdiction decision is provided to the Complainant, the ITP deems the redirected matter closed.

REDIRECT

1,031 complaints were received and redirected (closed):

- 990 Redirected to Member
- 17 Returned to the Complainant as they did not wish to provide their complaint to the Member
- 16 Withdrawn by the Complainant before they could be redirected to the Member
- 8 Administered for Member by the ITP

TIMELINE

Average Days Open: Less than 1 Day

Complaint Processes

→ Summarily Dismiss

The Maltreatment Complaint Management Policy only applies where a Complainant has raised an allegation of Maltreatment.

Complaints not alleging Maltreatment or which are filed against Respondents who do not fall under the Policy must be dismissed per the provisions of the Policy.

Previously adjudicated complaints (e.g. by the Member) are also summarily dismissed if there are no *new* allegations of Maltreatment.

Where the ITP finds the complaint to be outside its jurisdiction, a jurisdiction order summarily dismissing the complaint is prepared and the Complainant is notified.

There was a substantial decrease in summarily dismissed complaints this year in comparison to last (decrease of 108 files). This demonstrates an increase in understanding of the scope of the ITP's mandate - with a clear decrease in complaints submitted that either did not contain allegations of maltreatment or did not identify a Respondent over which the Policy had jurisdiction.

Once a file is summarily dismissed, the ITP closes its file and takes no further action.

SUMMARILY DISMISS

183 complaints were received and summarily dismissed (closed):

- 156 Did not contain allegations of Maltreatment
- 14 Did not identify a proper Respondent
- 8 Previously handled by Member or association
- 5 Administratively Dismissed

TIMELINE

Average Days Open: 9.2

Complaint Processes

→ Administratively Dismiss

At any time throughout the life of a complaint process, there are circumstances that may arise that would require the ITP to administratively dismiss a complaint.

These circumstances include:

- Where the same complaint was reported to the ITP from multiple sources (i.e. duplicate);
- Where a Complainant has failed to provide sufficient information for the jurisdictional evaluation to be completed;
- Where a Complainant has failed to communicate with the ITP;
- Where a Complainant has withdrawn their complaint;

Once a file is administratively dismissed, the ITP closes its file and takes no further action. Administratively Dismissing a complaint does not compromise anonymity.

**ADMINISTRATIVELY
DISMISS**

91 complaints were received and administratively dismissed (closed):

- 3 Duplicate complaints
- 9 Insufficient Information
- 44 Failure to Communicate with the ITP
- 34 Withdrawn by the Complainant
- 1 Other

TIMELINE

Average Days Open: 40