

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?

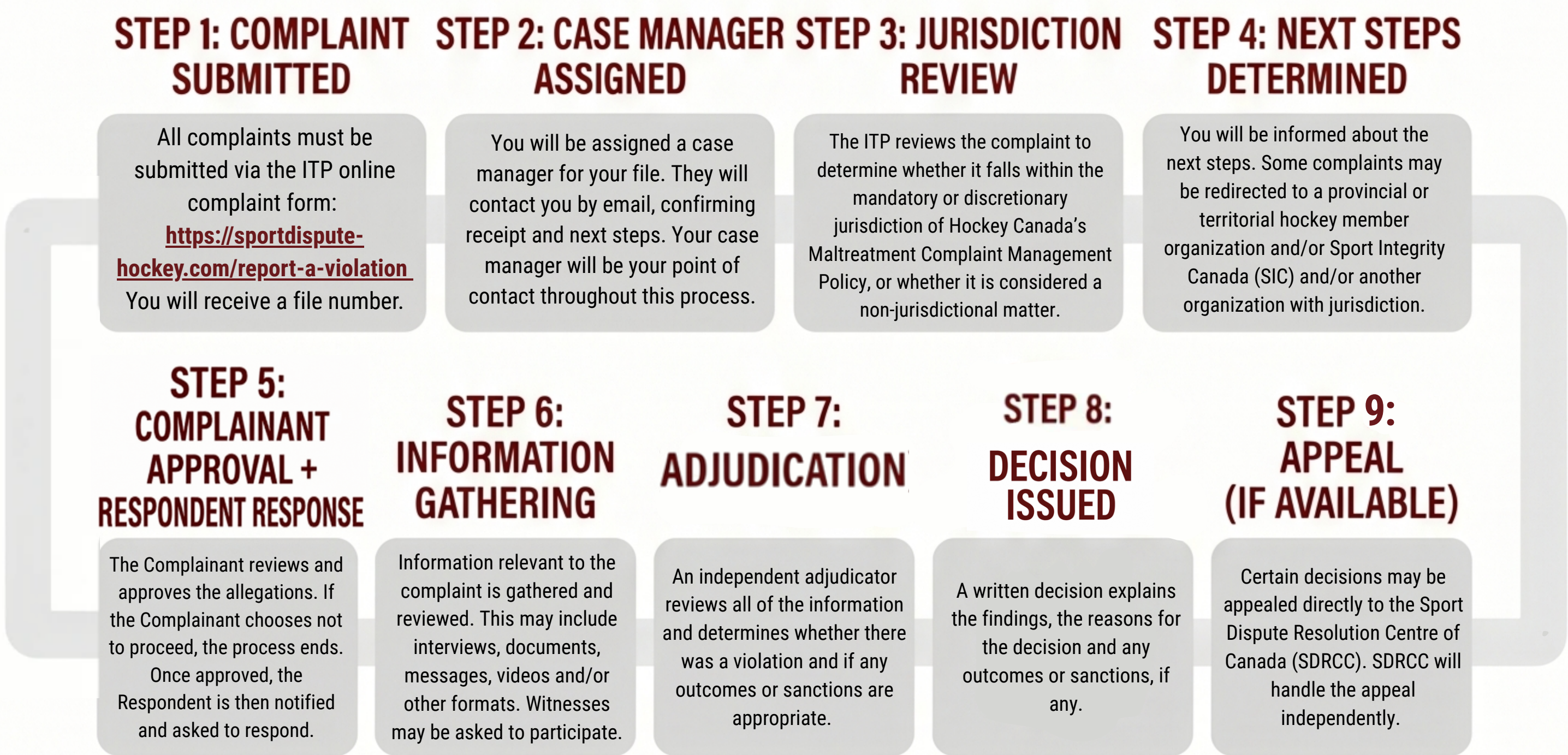
Timelines vary depending on complexity of the allegations, the number of participants, witness availability, and the type of process required.



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



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.