

KEY TERMS & ROLES



CONFIDENTIALITY

All complaints received by the ITP are confidential. Complaint information, including investigation details and outcomes, may only be disclosed for legal advice, when required by law, or with the Adjudicator’s explicit approval.

INDEPENDENT THIRD PARTY (ITP)

A separate and independent party from Hockey Canada that is responsible for administering all complaints it receives.



SANCTION

A disciplinary consequence that may be imposed if there is a violation. Examples include a written warning, suspension from Hockey Canada activities, or other measures listed in Section 9 of the MCMP.

ADJUDICATOR

The individual appointed by the ITP to conduct a hearing of the Complaint.



JURISDICTION

Whether the complaint falls within the authority of the MCMP. Jurisdiction may be mandatory, discretionary or absent depending on the allegations.

CASE MANAGER

An independent individual responsible for overseeing the complaint process, managing communications, and ensuring the complaint is handled fairly.



ALLEGATIONS & PROOF

An allegation is a claim that has not yet been proven. The Adjudicator assesses the evidence and decides whether a violation occurred. A violation will only be found if the evidence shows it is more likely than not that the conduct occurred.

PARTIES

Complainant: the individual who files or brings forward a complaint.

Respondent: the individual alleged to have engaged in prohibited conduct and who responds to the complaint.



PROVISIONAL MEASURES

Temporary measures put in place while a complaint is being addressed. Provisional measures typically impact a Respondent’s ability to participate in Hockey Canada sanctioned activities.

REPRESENTATIVE

A person authorized to act on behalf of an individual in the complaint process. This may include a lawyer, parent or a legal guardian. An individual is bound by the decisions of their representative.

