

QUARTERLY REPORT



PSC

PLAINTES
SPORT
COMPLAINTS

2024-2025
Q3

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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).

This report provides non identifiable information about the Complaints managed by the ITP during the period of January 1, 2025 to March 31, 2025 (the Reporting Period), including the overall number of Complaints received, the status of the Complaints and the nature of the Complaints.



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Owner of Sport
Dispute
Management Inc.

In summary, the ITP opened 766 new Complaints. The ITP closed 705 of the 766 Complaints received during the Reporting Period and 31 Complaints received during Q2 of the 2024-2025 season. Of the 766 Complaints received during the Reporting Period, 12% were accepted as within the mandate of the ITP. Of the Complaints closed by adjudication during the Reporting Period, 69.2% were substantiated with the most severe sanction imposed being permanent ineligibility.

Capitalized terms relate to definitions found within the Policy.

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.

→ Summary 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 Year Over Year Comparison		
Pathway	Received 2023-2024 Q3	Received 2024-2025 Q3
Redirect	411	577
11.4	240	1
Summarily Dismiss	106	80
Accept	135	92
Information Required	0	16
TOTAL	897	766

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 766 Complaints received during the Reporting Period, 61 remained open at the close of the Reporting Period. Their status at the close of the Reporting Period is set out in the "Received during Reporting Period" column below.

Of the 432 Complaints received during the previous quarter, 67 remained open when the Reporting Period started. By the end of the Reporting Period, 36 remained open. The status of those Complaints is set out in the "Received Prior to Reporting Period" column 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		
Status	Received during Q2	Received during Reporting Period
Jurisdiction	1	11
Mediation	0	0
Investigation	16	5
Adjudication	9	45
Administratively Suspended	10	0
TOTALS	36	72

JURISDICTION

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

PROCESS

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

CLOSURE

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

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 eight categories below. For example, one complaint may be categorized as Bullying/Harassment, Physical Abuse *and* Discrimination. **This chart should be read 'as "Bullying/Harassment was found to be an allegation in 53.39% of the Complaints received by the ITP."**

MALTREATMENT ALLEGATIONS		
Maltreatment Allegation	Number of allegations in Reporting Period	Percentage of Complaints containing this allegation in Reporting Period
Bullying / Harassment	409	53.39%
Discrimination	110	14.36%
Physical Abuse	71	9.27%
Social Media Harassment	42	5.48%
Abuse of Power	39	5.09%
Neglect	37	4.83%
Sexual Maltreatment	32	4.18%
Hazing	1	0.13%
Non Maltreatment Allegations	132	17.23%

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.

Complaint Timing

INITIAL COMMUNICATION

12 HOURS

- Within approximately 12 hours 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.

REDIRECTED

LESS THAN 24 HOURS

- Redirected files are closed by the ITP within an average of less than 24 hours from receipt.
- Within that time, the Complainant is notified that the Complaint is not in ITP jurisdiction and, if the Complainant consents, the file is transferred to the Member and the ITP file is closed.

ACCEPT PROCESS 1

61.5 DAYS

- Files accepted under Process 1 of the Policy are closed within an average of 61.5 days of receipt.
- On average, Process 1 files are in the adjudication stage for 52.92 days.

ACCEPT PROCESS 2

200 DAYS

- Files accepted under Process 2 of the Policy are open for an average of 199.89 days.
- On average, Process 2 files that are investigated are in the investigation stage for 165 days.
- On average, Process 2 files that are adjudicated are in the adjudication stage for 44.47 days.

Note: not all Process 2 files proceed through investigation and adjudication. Some are resolved in mediation.

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 20 of the 41 Process 1 adjudicated matters, a suspension was imposed as part of the sanction.” Note: 52 complaints were closed via adjudication during this Reporting Period: 41 Process 1 and 11 Process 2.

Process 1

Substantiated: 29 (70.7%)
Unsubstantiated : 12 (29.3%)

Process 1: Sanctions (Total: 41 ITP Adjudicated Files)				
Sanction	Received during Reporting Period (14)		Received prior to Reporting Period (27)	
Suspension	9	22%	11	26.8%
Verbal or Written Warning	1	2.4%	1	2.4%
Education	7	17.1%	11	26.8%
Probation	2	4.9%	2	4.9%
Eligibility Restrictions	3	7.3%	3	7.3%
Other Required Outcomes	0	0%	0	0%
Formal Apology	1	2.4%	6	2.4%
No Additional Suspension Imposed / No Sanction Imposed	1	2.4%	1	2.4%
Permanent Ineligibility	0	0%	0	0%
Violation of Provincial Member Policies / Matter Referred to Provincial Member to Sanctioning	0	0%	0	0%

Process 2

Substantiated: 7 (63.6%)
Unsubstantiated: 4 (36.4%)

Process 2: Sanctions (Total: 11 ITP Adjudicated Files)				
Sanction	Received during Reporting Period (0)		Received prior to Reporting Period (11)	
Suspension	0	0%	3	27.3%
Verbal or Written Warning	0	0%	1	9.1%
Education	0	0%	1	9.1%
Probation	0	0%	0	0%
Eligibility Restrictions	0	0%	1	9.1%
Other Required Outcomes	0	0%	0	0%
Formal Apology	0	0%	3	27.3%
No Additional Suspension Imposed	0	0%	0	0%
Permanent Ineligibility	0	0%	2	18.2%
Violation of Provincial Member Policies / Matter Referred to Provincial Member to Sanctioning	0	0%	0	0%



Moving Forward

When accounting for the fact that Hockey Canada has directed members not to send 11.4 complaint to the ITP, the volume of complaints received in Q3 this year is greater than last year. However, the volume of summarily dismissed complaints has decreased, which suggests a better understanding of the ITP's mandate by those reporting maltreatment concerns.

As anticipated, the volume of Complaints received in Q3 represents the highest volume of Complaints for the 2024-2025 season. We anticipate Q4 to be similar in volume to Q1.

For more information regarding process, please visit sportcomplaints.ca.