

QUARTERLY REPORT



PSC

PLAINTES
SPORT
COMPLAINTS

2024-2025
Q1

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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 July 1, 2024 to September 30, 2024 (the Reporting Period), including the overall number of Complaints received, the status of the Complaints and the nature of the Complaints.



Jahmiah Ferdinand-Hodkin

Owner of Sport
Dispute
Management Inc.

In summary, the ITP opened 115 Complaints and closed 107 Complaints during the Reporting Period. The closed Complaints included 14 Complaints received during the 2023-2024 season. Of the 115 Complaints received during the Reporting Period, 30.43% were accepted as within the mandate of the ITP. Of the Complaints closed by adjudication during the Reporting Period, 47.27% 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 Q1	Received 2024-2025 Q1
Redirect	45	62
11.4	2	0
Accept	41	35
Summarily Dismiss	42	18
TOTAL	130	115

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 115 Complaints received during the Reporting Period, 22 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.

113 of the 2,073 Complaints received during the 2023-2024 season remained open when the Reporting Period started. By the end of the Reporting Period, 98 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 Reporting Period	Received during 2023-2024 season
Jurisdiction	1	0
Mediation	0	0
Investigation	17	37
Adjudication	4	38
Administratively Suspended	0	23
TOTALS	22	98



- 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.

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 34.78% of the Complaints received by the ITP."**

ALLEGATIONS		
Maltreatment Allegation	Number of allegations in Reporting Period	Percentage of Complaints containing this allegation in Reporting Period
Bullying / Harassment	40	34.78%
Sexual Maltreatment	25	21.74%
Hazing	14	12.17%
Abuse of Power	13	11.30%
Discrimination	5	4.35%
Physical Abuse	4	3.48%
Neglect	4	3.48%
Social Media Harassment	1	0.87%
Non Maltreatment Allegations	22	19.13%

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

1 DAY

- 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

2.5 DAYS

- Redirected files are closed by the ITP within an average of 2.5 days of 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

47 DAYS

- Files accepted under Process 1 of the Policy are closed within an average of 47 days of receipt.
- On average, Process 1 files are in the adjudication stage for 39 days.

ACCEPT PROCESS 2

123 DAYS

- Files accepted under Process 2 of the Policy are open for an average of 123 days.
- On average, Process 2 files that are investigated are in the investigation stage for 98 days.
- On average, Process 2 files that are adjudicated are in the adjudication stage for 115 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 6 of the 38 Process 1 adjudicated matters, a suspension was imposed as part of the sanction.” Note: 57 complaints were closed via adjudication during this Reporting Period: 40 Process 1, 15 Process 2 and 2 11.4 Violations administered for Members.

Process 1

Substantiated: 20 (50.00%)
Unsubstantiated : 20 (50.00%)

Process 1: Sanctions (Total: 40 ITP Adjudicated Files)				
Sanction	Received during Reporting Period (2)		Received during 2022-2023 season (38)	
Suspension	0	0%	6	15.8%
Verbal or Written Warning	0	0%	8	21.1%
Education	0	0%	1	2.6%
Probation	0	0%	1	2.6%
Eligibility Restrictions	0	0%	2	5.2%
Other Required Outcomes	0	0%	1	2.6%
Formal Apology	0	0%	2	5.2%
No Additional Suspension Imposed	0	0%	3	7.8%
Permanent Ineligibility	0	0%	2	5.2%
Violation of Provincial Member Policies / Matter Referred to Provincial Member to Sanctioning	0	0%	2	5.2%

Process 2

Substantiated: 6 (40.00%)
Unsubstantiated: 9 (60.0%)

Process 2: Sanctions (Total: 15 ITP Adjudicated Files)				
Sanction	Received during Reporting Period (0)		Received during 2022-2023 season (15)	
Suspension	0	0%	2	13.3%
Verbal or Written Warning	0	0%	0	0%
Education	0	0%	2	13.3%
Probation	0	0%	0	0%
Eligibility Restrictions	0	0%	0	0%
Other Required Outcomes	0	0%	1	6.67%
Formal Apology	0	0%	0	0%
No Additional Suspension Imposed	0	0%	2	13.3%
Permanent Ineligibility	0	0%	1	6.67%
Violation of Provincial Member Policies / Matter Referred to Provincial Member to Sanctioning	0	0%	0	0%



Moving Forward

This Report demonstrates fairly consistent Complaint volume year to year. The ITP has experienced a reduction in processing time in all areas: redirect closure time reduced from an average of 9.33 days during Q1 last period down to 2.5 days this quarter; accept closure time reduced from an average of 203 days for files closed during Q1 2023-2024 down to 158 days for files closed Q1 2024-2025.

Hockey Canada has directed Members not to provide 11.4 allegations to the ITP, therefore, the ITP anticipates a reduction of approximately 25.52% of total file volume in the year over year analysis.

The ITP anticipates Q2 and Q3 volumes to increase over Q1, as occurred the prior two seasons - with the greatest volume of new files anticipated to be received in February.

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