

QUARTERLY REPORT



PSC

PLAINTES
SPORT
COMPLAINTS

2024-2025
Q4

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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 April 1, 2025 to June 30, 2025 (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 146 new Complaints. The ITP closed 141 of the 146 Complaints received during the Reporting Period and an additional 62 Complaints received during previous periods. Of the 146 Complaints received during the Reporting Period, 5.48% were accepted as within the mandate of the ITP. Of the Complaints closed by adjudication during the Reporting Period, 65.2% 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 Q4	Received 2024-2025 Q4
Redirect	99	105
11.4	73	0
Summarily Dismiss	53	30
Accept	89	8
Information Required	0	3
TOTAL	314	146

Complaint Status

The status of a Complaint accepted by the ITP changes as it progresses through the Complaint process.

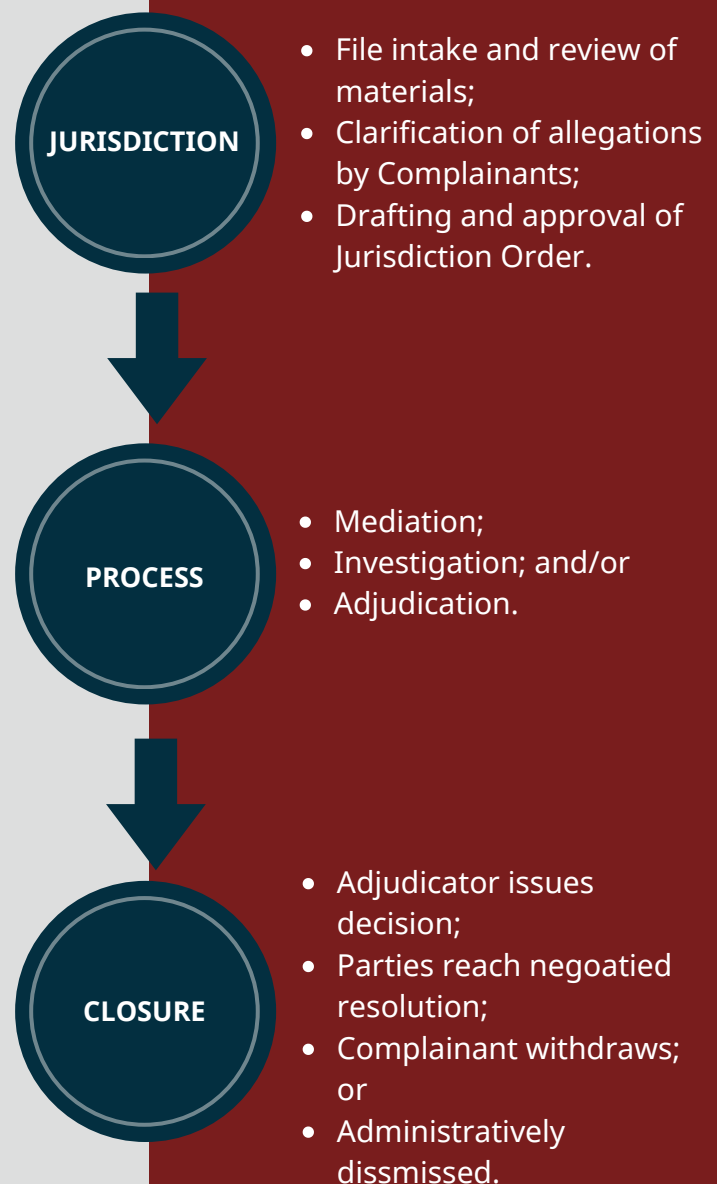
The Complaint process is established by the Policy.

Of the 146 Complaints received during the Reporting Period, 5 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 766 Complaints received during the previous quarter, 61 remained open when the Reporting Period started. By the end of the Reporting Period, 29 remained open. The status of those Complaints is set out in the "Received during Q3" 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 Q3	Received during Reporting Period
Jurisdiction	0	4
Mediation	0	0
Investigation	5	0
Adjudication	20	1
Administratively Suspended	4	0
TOTALS	29	5



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 50.00% 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	73	50.00%
Abuse of Power	25	17.12%
Discrimination	16	10.96%
Social Media Harassment	9	6.16%
Physical Abuse	2	1.37%
Neglect	2	1.37%
Sexual Maltreatment	2	1.37%
Hazing	0	0.00%
Non Maltreatment Allegations	39	26.71%

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

110 DAYS

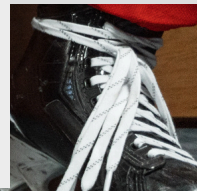
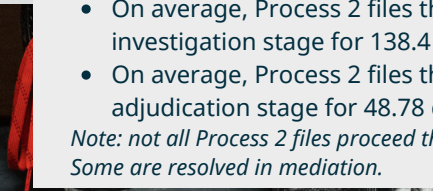
- Files accepted under Process 1 of the Policy are closed within an average of 110 days of receipt.
- On average, Process 1 files are in the adjudication stage for 66 days.

ACCEPT PROCESS 2

189 DAYS

- Files accepted under Process 2 of the Policy are open for an average of 189.44 days.
- On average, Process 2 files that are investigated are in the investigation stage for 138.4 days.
- On average, Process 2 files that are adjudicated are in the adjudication stage for 48.78 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 15 of the 32 Process 1 adjudicated matters, a suspension was imposed as part of the sanction.” Note: 40 complaints were closed via adjudication during this Reporting Period: 32 Process 1 and 8 Process 2.

Process 1

Substantiated: 22 (68.75%)

Unsubstantiated : 10 (31.25%)

Process 1: Sanctions (Total: 32 ITP Adjudicated Files)				
Sanction	Received during Reporting Period (1)		Received prior to Reporting Period (31)	
Suspension	1	3.13%	14	43.75%
Verbal or Written Warning	0	0%	3	9.38%
Education	1	3.13%	5	15.53%
Probation	0	0%	4	12.5%
Eligibility Restrictions	0	0%	4	12.5%
Other Required Outcomes	0	0%	2	6.25%
Formal Apology	0	0%	1	3.13%
No Additional Suspension Imposed / No Sanction Imposed	0	0%	3	9.38%
Permanent Ineligibility	1	3.13%	0	0%
Fine	0	0%	1	3.13%

Process 2

Substantiated: 5 (62.5%)

Unsubstantiated: 3 (37.5%)

Process 2: Sanctions (Total: 8 ITP Adjudicated Files)				
Sanction	Received during Reporting Period (0)		Received prior to Reporting Period (8)	
Suspension	0	0%	2	25%
Verbal or Written Warning	0	0%	2	25%
Education	0	0%	2	25%
Probation	0	0%	0	0%
Eligibility Restrictions	0	0%	0	0%
Other Required Outcomes	0	0%	0	0%
Formal Apology	0	0%	1	12.5%
No Additional Suspension Imposed / No Sanction Imposed	0	0%	1	0%
Permanent Ineligibility	0	0%	1	12.5%
Fine	0	0%	2	25%



Moving Forward

When accounting for the fact that Hockey Canada has directed members not to send 11.4 complaints to the ITP, the volume of complaints received in Q4 this year is still less than last year. 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 Q4 was similar in volume to Q1 (115 in Q1 and 146 in Q4). There were more Summarily Dismissed Complaints in Q4, largely due to Complaints received regarding unsanctioned spring hockey programs which would not fall within the mandate of the Policy. The substantial difference between the two quarters was the 30.43% acceptance rate in Q1 versus the 5.48% acceptance rate in Q4. Correlated to this was the significant difference in complaints containing allegations of sexual maltreatment: in Q1 21.74% of the complaints included allegations of sexual maltreatment whereas in Q4 this dropped to 1.37%.

Projecting from this season, the ITP anticipates slightly fewer complaints in Q1 for the 2025-2026 season than in Q4 of the 2024-2025 season.

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