

## Complaint Process Overview

If complaint/inquiry is related to maltreatment, misconduct, discrimination, violence, bullying or harassment (UCCMS violation) contact:

### The Canadian Sport Helpline

1-888-837-7678 – [info@abuse-free-sport.ca](mailto:info@abuse-free-sport.ca) or electronically through:  
<https://sportintegritycommissioner.ca/report>

\*\* If complaint is related to by-laws, rules, policies and/or procedures, please contact:  
[conduct@volleyballalberta.ca](mailto:conduct@volleyballalberta.ca)

Complaint/inquiry is received:

Via 3<sup>rd</sup> party Helpline/Independent Safe Sport Mechanism (SSM)

**Safe and independent place for victims to report incidents. Provides support and guidance to victims.**

**Does the Complaint describe a potential violation of the UCCMS? (Universal Code of Conduct to Prevent and Address Maltreatment in Sport)**

**Yes**

**No**

Office of Sport Integrity  
Commissioner (OSIC) Intake  
Process

**Complaint is Accepted**  
(OSIC may recommend interim measures be imposed)

**Complaint is dismissed and/or returned to VA to be addressed**

**Non-Safe Sport Complaint is redirected to VA to be addressed**

**Case file opened with OSIC**

### Full Investigation

- Duty to report? → Police/Child Protection, or
- Case file assigned to independent investigator who analyzes evidence, applies policy & prepares formal investigation report

### Alternative Dispute Resolution

- Both parties agree to enter mediation
- Accountability is taken for misconduct
- Both Parties must settle, or it goes to full investigation

### Sanctions

From the formal investigation report, OSIC will recommend a sanction, if warranted. Those recommendations will be transferred to the Director of Sanctions and Outcomes, who will consider the Commissioner's recommendation and make a decision, which could include imposing a Sanction.

### DECISION

Can be challenged through Safeguarding Tribunal