Complaint Management Process

abuse-free sport
Office of the Sport
Integrity Commissioner
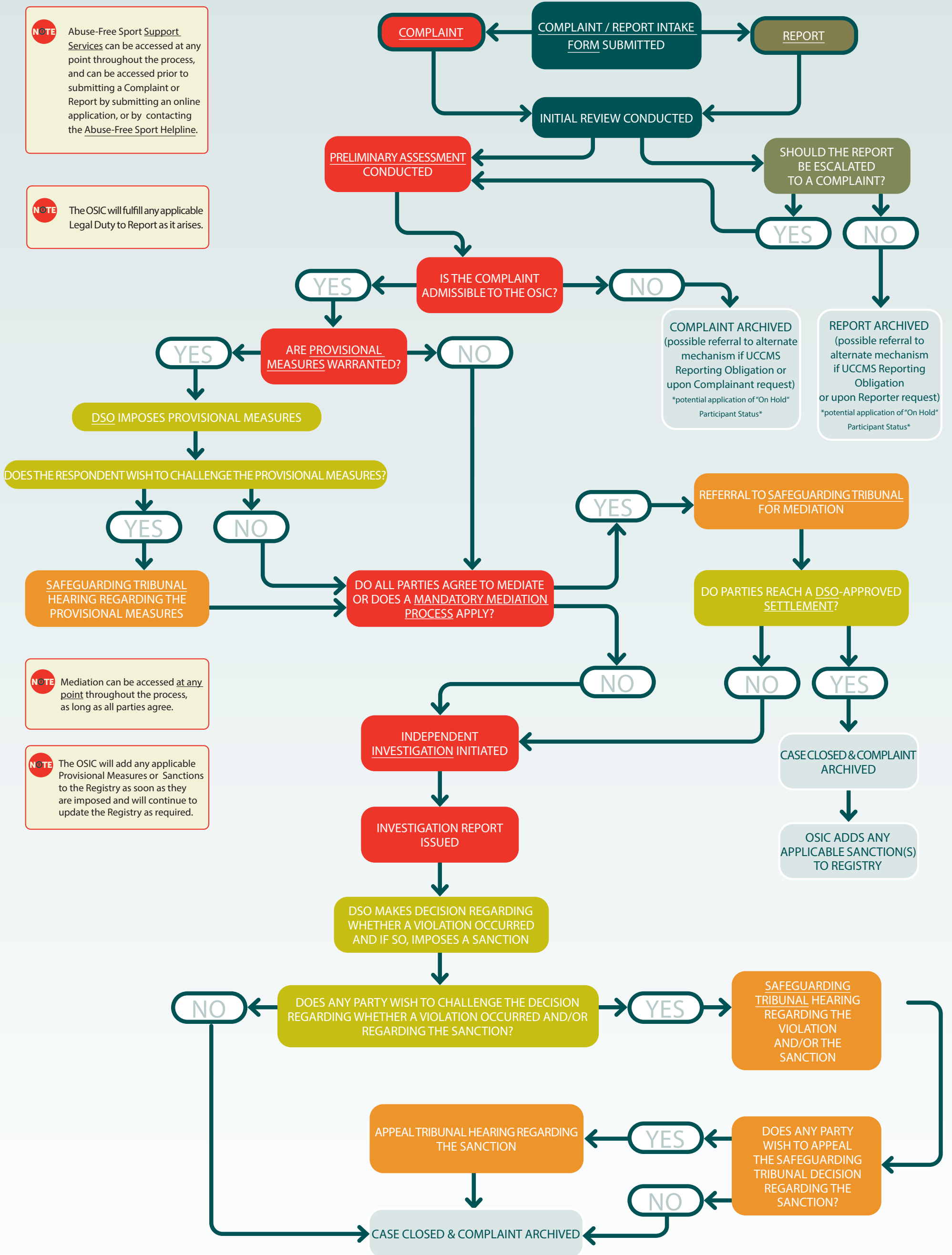
NOTE Abuse-Free Sport Support Services can be accessed at any point throughout the process, and can be accessed prior to submitting a Complaint or Report by submitting an online application, or by contacting the Abuse-Free Sport Helpline.

NOTE The OSIC will fulfill any applicable Legal Duty to Report as it arises.

COMPLAINT / REPORT INTAKE FORM SUBMITTED

COMPLAINT

REPORT

INITIAL REVIEW CONDUCTED

PRELIMINARY ASSESSMENT CONDUCTED

SHOULD THE REPORT BE ESCALATED TO A COMPLAINT?
→ YES
→ NO

IS THE COMPLAINT ADMISSIBLE TO THE OSIC?
YES
NO

COMPLAINT ARCHIVED (possible referral to alternate mechanism if UCCMS Reporting Obligation or upon Complainant request)
potential application of "On Hold" Participant Status

REPORT ARCHIVED (possible referral to alternate mechanism if UCCMS Reporting Obligation or upon Reporter request)
potential application of "On Hold" Participant Status

ARE PROVISIONAL MEASURES WARRANTED?
YES
NO

DSO IMPOSES PROVISIONAL MEASURES

DOES THE RESPONDENT WISH TO CHALLENGE THE PROVISIONAL MEASURES?
YES
NO

SAFEGUARDING TRIBUNAL HEARING REGARDING THE PROVISIONAL MEASURES

DO ALL PARTIES AGREE TO MEDIATE OR DOES A MANDATORY MEDIATION PROCESS APPLY?
YES
NO

REFERRAL TO SAFEGUARDING TRIBUNAL FOR MEDIATION

DO PARTIES REACH A DSO-APPROVED SETTLEMENT?
NO
YES

NOTE Mediation can be accessed at any point throughout the process, as long as all parties agree.

NOTE The OSIC will add any applicable Provisional Measures or Sanctions to the Registry as soon as they are imposed and will continue to update the Registry as required.

INDEPENDENT INVESTIGATION INITIATED

INVESTIGATION REPORT ISSUED

CASE CLOSED & COMPLAINT ARCHIVED

OSIC ADDS ANY APPLICABLE SANCTION(S) TO REGISTRY

DSO MAKES DECISION REGARDING WHETHER A VIOLATION OCCURRED AND IF SO, IMPOSES A SANCTION

DOES ANY PARTY WISH TO CHALLENGE THE DECISION REGARDING WHETHER A VIOLATION OCCURRED AND/OR REGARDING THE SANCTION?
NO
YES

SAFEGUARDING TRIBUNAL HEARING REGARDING THE VIOLATION AND/OR THE SANCTION

APPEAL TRIBUNAL HEARING REGARDING THE SANCTION

DOES ANY PARTY WISH TO APPEAL THE SAFEGUARDING TRIBUNAL DECISION REGARDING THE SANCTION?
YES
NO

CASE CLOSED & COMPLAINT ARCHIVED

CRDSC◆SDRCC
Centre de Règlement des Différends Sportifs du Canada
Sport Dispute Resolution Centre of Canada

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