

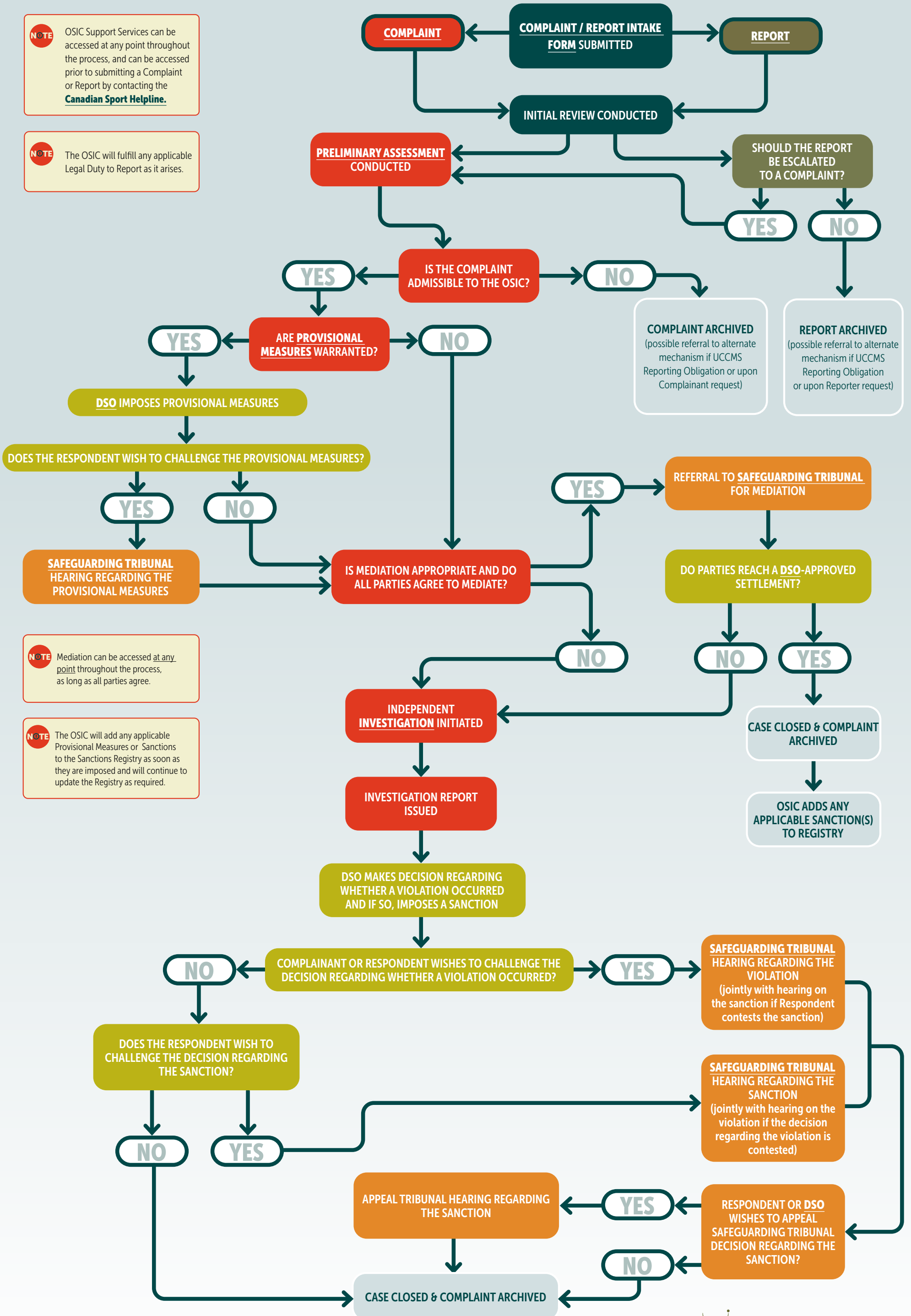
Complaint Management Process



Please note we are in the process of updating this flowchart to reflect the latest changes to the Canadian Sport Dispute Resolution Code.

NOTE OSIC Support Services can be accessed at any point throughout the process, and can be accessed prior to submitting a Complaint or Report by contacting the **Canadian Sport Helpline**.

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



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 Sanctions Registry as soon as they are imposed and will continue to update the Registry as required.