

# NATIONAL SAFE SPORT PROGRAM

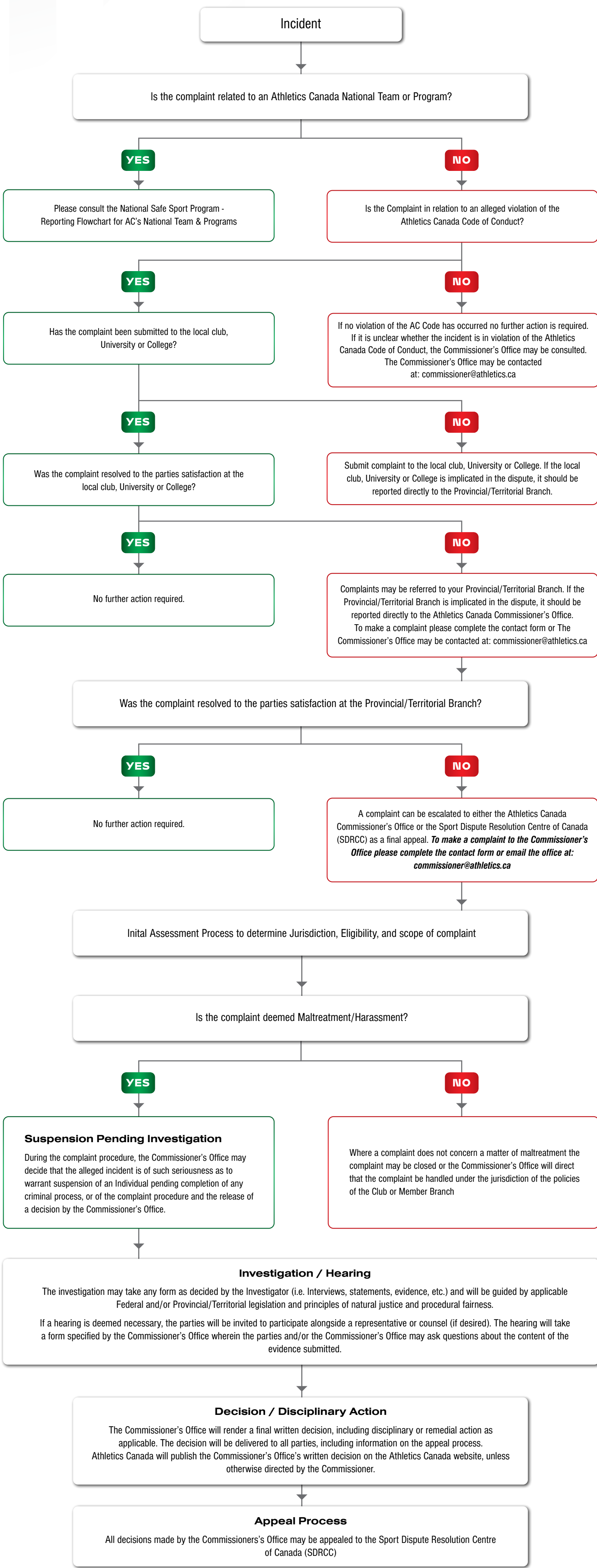


## REPORTING FLOWCHART

# General Disputes

This flowchart is a high-level overview of how to effectively file a complaint within the National Safe Sport Program. It is intended as a quick reference for use in a sporting environment and is not meant to be exhaustive or to replace legal advice. Users are strongly encouraged to consult with any or all of child welfare, law enforcement, and legal counsel as appropriate to a given situation. The Commissioners' Terms of Reference, which contain the full documentation on the Complaint Procedure, may be found at: <https://athletics.ca/wp-content/uploads/2021/07/Athletics-Canada-Commissioner-Office-2021-Feb-18.pdf>

**General Disputes:** Athletics Canada strongly encourages that the individuals involved make every effort to resolve the dispute amongst themselves. If the dispute is resolved among the parties then no escalation is required. If not feasible, follow the steps below. *Unless the complaint is related to an Athletics Canada National Team or Program, Complaints of General Disputes must be submitted in writing to the club, University/College, or Provincial/Territorial Branch as the first step to resolving the dispute.*



### More Information

Athletics Canada is comprised of 12 Provincial/Territorial Members (Branches) that are recognized by their respective Provincial and Territorial governments as the governing body for the sport of athletics within that jurisdiction. Each branch is made up of individual members, member clubs, and affiliated organizations. At each level (Club, Provincial/Territorial Branch, and Athletics Canada) there

are Laws, Rules, Policies, Processes and Resources in place to help guide clubs and individuals to promote and maintain a positive and safe environment for all involved. Individuals are encouraged to contact their local club or branch to learn more about their Safe Sport policies. To learn more about Athletics Canada's Safe Sport Program [visit here](#).

## The Athletics Canada Commissioner's Office

The Athletics Canada Commissioner's Office is unique in Canada. It is the first, and only, office in a National Sports Organization (NSO) dedicated to resolving complaints within the NSO as an independent office. The Commissioners Office is established to receive, review, and to try to resolve appeals and complaints in six specific areas, which are established in the Rules and Bylaws. The six areas where the Commissioners have jurisdiction are:

1. Athlete appeals of support program selections related to Canadian Athletics Performance Pathway (CAPP) and or Athletics Canada's Athlete Assistance (AAP) programs;
2. Athlete appeals of representative team selection decisions;
3. Athlete appeals of eligibility decisions;
4. Disputes relating to the Athlete Agreement, as those are brought forward by athletes;
5. Complaints brought forward through the Athletics Canada Whistle Blower Policy;
6. Complaints of violations of Athletics Canada's Code of Conduct to Prevent and Address Maltreatment in Sport (AC Code) and other Athletics Canada policies as amended from time to time.

Athletics Canada's Board of Directors vests the Commissioner's Office to be the autonomous authority in these areas to resolve disputes within Athletics Canada efficiently, effectively, and fairly.

### Obligation to Report

Everyone has an obligation to report actual or suspected behaviours or actions of misconduct in accordance with the Athletics Canada's Code of Conduct (AC Code) to Prevent and Address Maltreatment in Sport. A person who is unsure if he or she should submit a report, or who does not want to have his or her identity known, may contact the Commissioner's Office for informal advice about the process.

### Athletics Canada Whistleblower Policy

AC pledges not to dismiss, penalize, discipline, or retaliate or discriminate against any person who, in good faith, discloses information or submits a report against a person under the terms of this Policy.

### Failure to Report Maltreatment of a Minor

A legal duty to report is mandated by law, and the requirement varies by Province/Territory depending on Provincial/Territorial legislation. An adult Participant who fails to Report actual or suspected Psychological Maltreatment, Sexual Maltreatment, Physical Maltreatment or Neglect involving a Minor Participant pursuant to the AC Code's processes and to law enforcement or child protection services (when applicable) shall be subject to disciplinary action under the AC Code.

### Confidentiality

Where the individual prefers to submit their concern anonymously, and maintain their identity in confidence, the Commissioner will take every step reasonable in the circumstances to preserve confidentiality unless otherwise required by law. It is important to note that the disclosure of the identity of the complainant may enable a more thorough investigation and will enable the complainant to participate in the investigation and know the outcome of any investigation.

### Maltreatment Defined

Volitional acts that result in harm or the potential for physical or psychological harm. Any of the various prohibited behaviours and conduct described in the AC Code - Section 1.0 Maltreatment.

## How to be an Effective Complainant

The complaint of alleged, actual or suspected maltreatment/harassment should contain as much information as possible about the situation forming the subject of the complaint, including but not limited to dates, times, and locations of the occurrence (s) of maltreatment/harassment, names of any witnesses to the occurrence (s), and a detailed description of the offensive behaviour or maltreatment/harassment.

The following suggestions were generated by participants of the "How to Complain Effectively" workshops, part of Ombudsman Ontario's Community Education Program.

- Let your anger motivate and give you energy. However, try not to express it negatively.
- Be calm, cool and collected when expressing your complaint.
- Be clear and concise when describing the problem.
- Treat people who you are talking to as you would like to be treated: with respect and courtesy.
- Listen carefully to the other person.
- Keep detailed records of the names of people you spoke to, the date and time and their response.
- Ask questions.
- Find out about any relevant complaint and appeal process.
- If you are not satisfied with a response, ask for a referral to someone at the next administrative level.
- Put your complaint in writing and keep copies of all documentation.
- Decide what you want and what you are willing to settle for.
- Be flexible and open-minded in attempting to resolve and find a solution to the problem.

### Athletics Canada Contacts:

Commissioners Office: [Commissioner@athletics.ca](mailto:Commissioner@athletics.ca)  
 Director, Domestic Programs & Safe Sport: Chris Winter – [Chris.Winter@athletics.ca](mailto:Chris.Winter@athletics.ca)

For additional information or assistance in submitting a complaint or appeal, please contact your Athlete Directors:

Kate Van Buskirk: [kateellenvanbuskirk@gmail.com](mailto:kateellenvanbuskirk@gmail.com) Charles Philibert-Thiboutot: [pt\\_charles@hotmail.com](mailto:pt_charles@hotmail.com) Greg Stewart: [greg.r.stewart.72@gmail.com](mailto:greg.r.stewart.72@gmail.com)