ALIAS

Communication Package

2026

Context to Share with Potential Complainants

Your members can now report potential **violations*** of the Territorial Sports Organizations' Codes, the UCCMS, or any other applicable conduct standards through the dispute resolution process outlined in the Sport Integrity and Complaint Policy.

What happens when a report is submitted through the ALIAS Reporting Mechanism?

ALIAS is responsible for assessing each complaint and determining the appropriate jurisdiction:

- Complaints that relate to the Universal Code to Prevent and Address Maltreatment in Sport (**UCCMS**) and meet the Policy criteria are **treated by ALIAS**;
- Complaints that fall **outside ALIAS's jurisdiction** are **redirected to the appropriate body**, such as the Territorial Sport Organization, or will be rejected.

Please refer to the following pages for materials designed to help you promote this new program.

* Administrative concerns should be reported to the local association and handled according to the local complaints process, for instance, coach assignments, player evaluations and selections etc..

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Following its **review of the complaint**, including any necessary communication with the Complainant, ALIAS **will transfer or refer** all allegations that **fall outside the Sport Integrity and Complaints Policy to the appropriate authority**.

Complaint to ALIAS

Communication with Complainant and representatives to obtain further clarity and details, if needed.

Reject complaint

Complaint admissible under the Sport Integrity and Complaints Policy

Identification of the appropriate process to address the complaint **based on the nature of the allegations.**
Examples include :

- **Alternative Dispute Resolution (ADR)**
- **Arbitration**
- **Investigation**
- **Other**

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How to Submit a Complaint

These are the various ways your members can access ALIAS reporting mechanism.

The online reporting form is available via:

- ✓ **Web page:** ***https://nwt01.app01.alias-solution.com/public***

  You can include the web page link in your email communications, social media posts and even add it to your signature to give your members easy access.

- ✓ **The QR code :**

  The QR code directs the user to the online reporting mechanism. It appears on the poster on page 6.

  You can display the QR code around your facilities or on your website to give your members easy access.

Phone number: 1 833-834-0945

- ✓ Your members can contact our call center to file a report. An agent will gladly help the caller fill out a complaint form.
- ✓ The phone number appears on the logo in the next page. You can also share it via email, social media posts and on your website.

Social media

Here is an approved logo you can use on your Instagram, Facebook and Website

- ✓ Use this exact logo as an access button so that when your members click on it, they are automatically directed to the **ALIAS** platform to submit a complaint
- ✓ The button should be easy to find and easy for everyone to use, regardless of their limitations or disabilities

*You'll find the button in PNG format attached to the email

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Social media

Use this image on your social media to promote your reporting mechanism.

- ✓ You can also print and display them around your facilities.

*You will find the posters in PDF format attached to the email.

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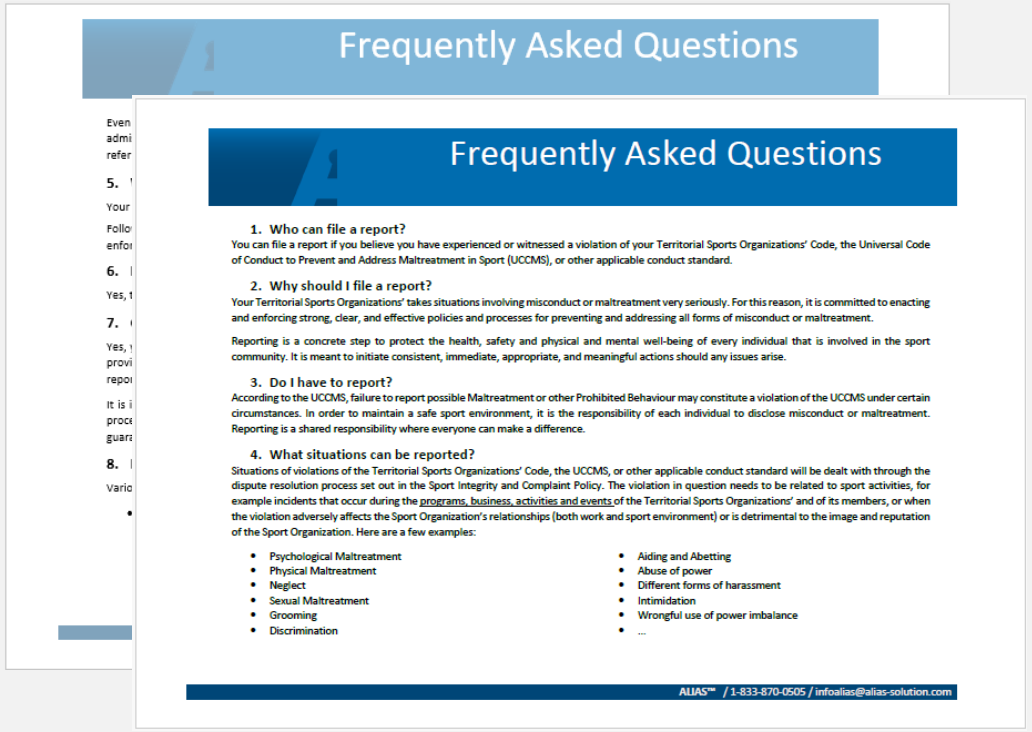
Frequently Asked Questions

Answer your members' most frequently asked questions

- ✓ You can either post the FAQ on your web page or use it to answer your members' questions.



Email

Send the following email to your members to bring the reporting mechanism to their attention

Dear athlete, coach, parent and volunteer,

You are the heart of sport — its energy, its passion, and its future. As you push boundaries, break records, and inspire communities, remember that true greatness begins with safety, respect, and integrity.

Safe sport is not just a policy — it's a promise.
A promise that every athlete, regardless of age, background, or level, deserves to train, compete, and thrive in an environment free from maltreatment, abuse and discrimination.

We need your support to promote these important values by showing respect among the sport community and to report situations where the conduct of someone is not respectful of these values.

Your voice matters. Your actions matter.
By standing up for safe sport, you're not only protecting yourself — you're protecting your teammates, your sport, and the generations to come.

Be informed. Be involved. Be a leader.

Speak up. Support others. Demand accountability. Together, we can build a culture where safety is the standard, not the exception.
Let's make sport a place where everyone feels empowered, respected, and safe — always.

Anyone who witnesses or experiences inappropriate behavior in our organization's environment can report it in complete confidentiality.

Our Sport Organization's participants, employees, members, community and partners now have access to a reporting platform operated by our external partner, ***ALIAS****.*

Every report will be carefully assessed and triaged by ***ALIAS'*** *experts before being assigned to the appropriate body. Our goal is to prevent and address misconduct, ensuring a safe and healthy environment for all.*

Here is the link to file a complaint: ***https://nwt01.app01.alias-solution.com/public***

Thank you for your commitment to safe sport.