Frequently Asked Questions

1. Who can file a report?

You can file a report if you believe you have experienced or witnessed a violation of your Territorial Sports Organization's Code, the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS), or any other applicable conduct standard.

2. Why should I file a report?

Your Territorial Sport Organizations take all reports of misconduct and maltreatment seriously. They are committed to implementing and enforcing clear, robust, and effective policies and procedures to prevent, address, and respond to all forms of misconduct and maltreatment.

Reporting is an important step in protecting the health, safety, and physical and mental well-being of everyone involved in the sport community. It helps ensure that concerns are addressed through timely, appropriate, consistent, and meaningful action.

3. Do I have to report?

According to the UCCMS, failure to report possible Maltreatment or other Prohibited Behaviour may constitute a violation of the UCCMS under certain circumstances. In order to maintain a safe sport environment, it is the responsibility of each individual to disclose misconduct or maltreatment. Reporting is a shared responsibility where everyone can make a difference.

4. What situations can be reported?

Alleged breaches of the Territorial Sport Organizations' Codes of Conduct, the UCCMS, or other applicable standards of conduct may be addressed through the dispute resolution process set out in the Sport Integrity and Complaint Policy. To fall within the scope of the Policy, the conduct must be connected to a sport-related activity. This may include incidents that occur during the programs, activities, business operations, or events of the Territorial Sport Organizations or their members. It may also include conduct that adversely affects the sport or work environment, damages relationships within the sport community, or is detrimental to the reputation or integrity of a Sport Organization:

- Psychological Maltreatment
- Physical Maltreatment
- Neglect
- Sexual Maltreatment
- Grooming
- Discrimination
- Aiding and Abetting
- Abuse of power
- Different forms of harassment
- Intimidation
- Wrongful use of power imbalance
- …

Frequently Asked Questions

Even if you are unsure whether your complaint falls within the scope of the process, you are encouraged to submit it through the ALIAS reporting mechanism. Its admissibility will be reviewed and determined in accordance with the applicable policy. If the complaint is found to be outside the scope of the process, the Independent Third Party may direct you to the organization or process best suited to address your concerns.

5. Who will receive my report?

Your report will be forwarded to ALIAS Independent Third Party.

Following the jurisdiction assessment of your complaint, the appropriate individual will be called upon to intervene according to the policies enforced.

6. Is the information provided confidential?

Yes, the information submitted in a report is confidential.

7. Can I remain anonymous?

Yes, you can provide information and attach detailed documents, without having to reveal your identity. If you wish to remain anonymous, do not provide any identifiable information. When you file your report, you will receive **a username** and **password** that will allow you to log in to the ALIAS reporting mechanism and communicate with the Independent Third Party in writing while remaining anonymous.

It is important to note that the Independent Third Party will make reasonable efforts to preserve your anonymity. However, because of rules of procedural fairness applicable to all parties and witnesses, maintaining full anonymity during the complaint management process cannot be guaranteed. You will be informed if this is the case.

8. How do I file a report?

There are several ways to submit a complaint including:

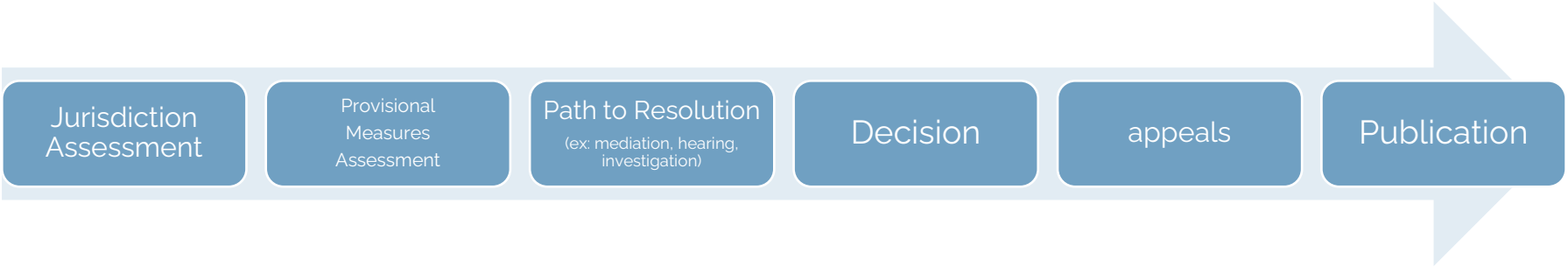
- By internet: ***https://nwt01.app01.alias-solution.com/public***

or using a mobile phone

- By phone: **1-833-834-0945**

9. What are the main steps in processing a report?

Generally, complaints are managed through the following stages:



10. Do all reports lead to an investigation?

The Sport Integrity and Complaints Policy provides guidance on the various processes which could be applied to manage a complaint. Apart from investigations, there could be discipline hearings, alternative dispute resolution such as negotiation, facilitation and mediation or referral to the police or child protective services as required.

11. What sanctions can be taken following my report?

One or more sanctions may apply if your complaint is upheld, depending on factors such as the nature and severity of the misconduct or maltreatment, for example:

- letter of apology
- education

- verbal or written warning
- probation or suspension
- eligibility restrictions
- permanent ineligibility
- Criminal proceedings
- Other discretionary sanctions deem necessary or appropriate

12. Do I need to have evidence to file a report?

No, you are not required to provide documentary or other material evidence when submitting a report. In some cases, a complaint may be substantiated based on testimonial evidence alone, where that evidence is found to be reliable and credible. However, any additional evidence may assist in establishing the facts and supporting the complaint. Whether or not supporting evidence is provided, it is essential that all information submitted is accurate and truthful.

13. Will I be at risk of reprisals if I file a report?

No individual should face reprisals for submitting a report in good faith. The Sport Integrity and Complaints Policy prohibits any act of intimidation, threat, retaliation, or other conduct intended to discourage an Organizational Participant from filing a complaint or participating in a process under a Sport Organization's policies.

The Policy also prohibits complaints made in bad faith for the purpose of retaliation, retribution, or reprisal against another Organizational Participant. Individuals found to have engaged in such conduct may be subject to disciplinary measures and may be held responsible for costs associated with the disciplinary process.