

Filing a Maltreatment Complaint

Complainant's Guide

Things to Be Aware Of

- The maltreatment complaints process is a formal and independent process. It is designed to assess allegations of maltreatment in a fair, structured, and impartial way.
- This is not a criminal or civil court process. The possible outcomes focus on sport participation and may include education, warnings, conditions, suspension, or ineligibility within the sport system.
- As the complainant, you are responsible for providing enough information to support your allegations. Decisions are based on the information and evidence available.
- The decision to accept or dismiss a complaint at the initial review stage cannot be appealed.
- Information will be handled as confidentially as possible. However, details may need to be shared with the respondent and others involved in order to ensure a fair process.
- While anonymous reports may be accepted in some circumstances, anonymous participation or limited information can impact the ability to fully assess the complaint.
- If the complaint involves a minor, a parent, guardian, or adult representative must participate on their behalf.
- Submitting knowingly false information itself is a breach of policy.
- If there is an immediate safety risk, contact emergency services, as the maltreatment complaints process is not an emergency response service.
- Anyone who reasonably believes a child may be in need of protection has a legal duty to report that concern to Child and Family Services, the police or where appropriate to a parent or guardian.

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Before You File a Maltreatment Complaint

- Confirm that you are using the correct reporting pathway, as allegations of maltreatment must be reported directly to the Independent Third Party, while other internal conduct matters are reported to the Sport Organization and certain UCCMS matters involving Canadian Safe Sport Program participants must be reported to Sport Integrity Canada.
- Review the [Safe Sport Policy Manual](#), including the Discipline and Complaints Policy, and where applicable the [Universal Code of Conduct to Prevent and Address Maltreatment in Sport \(UCCMS\)](#), to understand how maltreatment is defined and what process applies.
- Confirm that the Discipline and Complaints Policy applies to your situation by considering where the incident occurred and whether it impacts the sport environment.
- Ensure that the person you are reporting is a participant connected to the sport organization, as the policy applies only to participants.
- Check whether your complaint is being submitted within fourteen (14) calendar days of the incident, using the most recent date if the conduct occurred over time. If more than fourteen days have passed, include a written explanation requesting an exemption and explaining why the complaint is being filed late.
- Prepare a clear and chronological written description of what happened.
- Include specific details such as dates, locations, and the names of individuals involved.
- Attach any available supporting materials such as emails, messages, screenshots, photos, or videos.
- Identify any individuals who may have relevant information and include their contact details if available.

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After You File a Maltreatment Complaint

- You will receive confirmation within five (5) days that your complaint has been received.
- An impartial Case Manager will be appointed to oversee and manage the file.
- The Case Manager will review whether the complaint is within scope, within jurisdiction, and submitted within the required timeline under the Discipline and Complaints Policy.
- If the complaint is outside the scope or jurisdiction of the policy, or is not accepted, you will receive written notice with reasons, and where appropriate, it may be referred to the proper reporting pathway.
- The Case Manager may propose Alternate Dispute Resolution if appropriate, but it will only proceed if all parties agree.
- A written Decision Report with reasons will normally be issued within fourteen (14) days after the hearing concludes, unless the timeline is extended in complex cases.
- If the matter proceeds, a Hearing Panel will determine whether maltreatment occurred based on a balance of probabilities and sanctions may be imposed.
- If maltreatment is found, sanctions may be imposed and may apply across all Sport Manitoba recognized organizations where required.
- The decision of the Hearing Panel may be appealed in accordance with the Appeal Policy, but the decision to accept or dismiss a complaint at the initial review stage cannot be appealed.
- All parties must maintain confidentiality throughout the process except where disclosure is required by law.

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Additional Resources

- [Sport Manitoba Safe Sport Line](#)
- [Safe Sport Policy Manual](#)
- [Sport Manitoba Interactive Guide on Filing a Maltreatment Complaint](#)
- [Canadian Safe Sport Program](#)
- [Reporting of Child Protection and Child Abuse](#)
- [Kids Help Phone](#)

This guide is general in nature and specific steps may vary depending on the organization and the circumstances of the complaint.

Parties are expected to remain respectful, comply with procedural directions, and allow the process to proceed without interference.

You may seek independent legal or professional advice if additional guidance is needed.