Complaint Process Overview

If complaint/inquiry is related to maltreatment, misconduct, discrimination, violence, bullying or harassment, contact:

The Canadian Sport Helpline
1-888-837-7678 – info@abuse-free-sport.ca

** If complaint is related to by-laws, rules, policies and/or procedures, please contact:
info@volleyball.ca

Complaint/inquiry is received:

Via 3rd party Helpline/Independent Safe Sport Mechanism (SSM)

SDRCC – Safe and independent place for victims to report incidents. Provides support and guidance to victims.

Is the alleged misconduct admissible to Volleyball Canada?

Yes

No

SSM Intake Process

Preliminary Assessment

Complaint is Accepted
- Complaint form Submitted (SSM may recommend interim measures be imposed)

Complaint is dismissed

Non-Misconduct Complaint is redirected to the Organization to be addressed

Case file opened with the office of the *Sport Integrity Commissioner*

Full Investigation

Dudy to report? → Police/Child Protection

Case file assigned to Independent investigator

Analyzes evidence, applies policy & prepares formal investigation report

Alternative Dispute Resolution

Both parties agree to enter mediation

Accountability is taken for misconduct

Both Parties must settle or it goes to full investigation

Hearing

Hears and reviews evidence and applies sanctions if appropriate.

DECISION
(Can appeal through SDRCC)