

INDEPENDENT COMPLAINTS MECHANISM

What Is ITP?

Independent Third-Party (ITP) complaint management provides a mechanism to address allegations of maltreatment and code of conduct violations in your organization. ITP Sport is an independent body that delivers case management services, investigation, adjudication, and dispute resolution that provides participants, regardless of the sport or geographical location, access to a fair, consistent, and due complaint resolution process that is aligned with the requirements of the UCCMS and Sport Canada.

What Are the Benefits to My Organization?

The main benefits of implementing this equitable process are the significant reduction in organizational risk and an increase in the trust of your participants in delivering a program that puts their safety first.



Abuse Prevention

Significantly reduce the risk of a child or any other abuse in your organization. Implementing this mechanism allows for a safe and confidential reporting of maltreatment while maximizing the chances of **resolution before escalation**.



Risk Management

Using an ITP is a proactive risk mitigation control that helps **minimize insurance and legal costs**. Implementing an ITP process is a sound strategy to manage financial, reputational, legal, and governance risks.



Conflict of Interest

Eliminate the conflict of interest in complaints resolution by utilizing a fair and due process administered by **independent experts**. ITP Sport reduces volunteer and staff fatigue in managing complaints, thus **freeing up capacity and resources** to focus on programming and positive deliverables.



Grow Membership

Increase membership interest by positioning your organization as a **Safe Sport and maltreatment prevention leader**.



System Alignment

Align with the **best practices in Safe Sport** and address national and provincial compliance and funding requirements.



Retention

Provide an **equitable due process** that ensures natural justice and protects professionals from frivolous complaints, thus **increasing the retention of coaches, officials, and staff**.

ITP SPORT - NEW SUBSCRIPTION PROGRAM

Why ITP Sport?

Established in 2019, **ITP Sport** has played a key role in introducing Independent Third-Party Complaint management services to the Canadian sport system. ITP Sport provides complaint management to **over 1,500,000 sport participants in Canada** and has processed over 2,000 complaints to date.

In the complaint management industry, **ITP Sport** is the preferred partner for numerous Clubs, Provincial Sport Organizations, National Sport Organizations and Multi-Sport Organizations. We have been the leader in developing and implementing a complaint management system that prioritizes an **efficient and informed approach** for all stakeholders.



Our Team

Our **trauma-informed** Case Managers, Investigators, Lawyers, Adjudicators, and Mediators navigate escalated and sensitive matters while ensuring all procedural fairness and natural justice principles are adhered to and aligned with requirements issued by **OSIC and the Provincial Governments**.



Reporting Platform

Participants have access to an **online, secure, and confidential reporting platform** that documents all pending, active, and closed cases with details on complaint type, case manager, investigator, adjudicator, interim measures, and outcome.



Expert Investigators

The investigation team is comprised of investigators with **extensive experience** in policing, provincial and federal level investigations, and investigation cases involving children and youth.



Satisfied Clients

The **quality and integrity of our services are our top priority**. We are currently serving numerous satisfied clients:

- Over 300 Clubs and PSOs
- 18 NSOs
- All Sports across 3 provinces



Expert Legal Team

Our legal team is comprised of **experts in professional and amateur athletic issues**, including sport arbitrations, Safe Sport/UCCMS disputes, and governance matters. They provide support in complex and multi-jurisdictional matters.



Proudly Canadian

ITP Sport is 100% Canadian owned and operated. Our pan-Canadian team draws from some of the best Canadian experts in sport. All aspects of the complaint process can be administered in **both official languages**.