

All complaints are to be reported to Sask Sport's identified Independent Third-Party for complaint reporting/handling, and will be screened by the Independent Third Party (ITP) to determine next steps. Prior to determining whether a Complaint Resolution Officer or Case Manager/External Discipline Panel should be appointed, the ITP may propose use of Alternative Dispute Resolution techniques to resolve the dispute.

Complainant files complaint to Independent Third Party

(May be referred by OSIC, PSO/Club, or SSI)

Screening of Complaint (Section 18)

ITP (Independent Third Party) will determine if:

- a) The complaint is outside the jurisdiction of the Discipline and Complaints Policy or frivolous
- b) Propose the use of alternative dispute resolution
- c) Determine if the alleged incident should be formally investigated and/or
- d) Choose which process (Section 20 or Section 21) should be followed

Complaint Contains Less Severe Allegations (Section 20)

Referral to Complaint Resolution Officer (CRO)

1. ITP and PSO appoint a Complaint Resolution Officer
The Complaint Resolution Officer will: (Sections 31-38)
 - a. Ask the Complainant and the Respondent for written submissions regarding the complaint or incident
 - b. If the CRO deems necessary, convene the parties to a meeting, either in person or video or teleconference to gather additional information

Decision

2. Thereafter, the CRO shall determine if a breach occurred and, if so, if one or more sanctions should be applied (Section 35)
3. If Respondent is a staff person of the association, the CRO may refer to association's Human Resource Policies to determine appropriate sanctions (Section 6)

Complaint is Resolved

Outcomes and those implications are communicated to parties, organizations and individuals (Sections 52-53)

Long-term suspensions, of 1 year or more, must be reported to Sask Sport to be added to long-term suspension listing

Alternative Dispute Resolution Policy

1. ADR may be pursued at any point in a dispute upon the consent of the parties
2. The Independent Third Party will:
 - a. Facilitate the appointment of a facilitator or mediator with consent of parties
 - b. Appoint a mediator or facilitator
3. The mediator/facilitator will decide the format for mediation/facilitation
4. If a negotiated settlement is reached, the settlement will be reported to the Association (Safe Sport Liaison)
5. If a negotiated settlement is not reached, the complaint will be referred back to the Independent Third Party for next steps
6. Any negotiated settlement will be binding on the parties and not subject to appeal

Decision (Sections 50-56)

1. After hearing the matter, the External Discipline Panel will determine whether an infraction has occurred and, if so, the sanction(s) to be imposed (Sections 57-65)
2. If the Respondent is a staff person of the association, the External Discipline Panel may refer to the association's Human Resource Policies to determine appropriate sanctions (Section 6)
3. The decision will be considered a matter of public record unless decided otherwise by the External Discipline Panel (Sections 52-53)

Complaint Contains Severe Allegations (Section 21)

Handled by Case Manager

1. Following the determination that the complaint or incident should be handled under Process #2, the Independent Third Party will work with PSO to select a Case Manager (suitable options are listed on SSI website)

The Case Manager has a responsibility to:

- a. Appoint an External Discipline Panel (who should be one arbitrator, or a Panel of three people in certain circumstances at the Case Manager's discretion. Arbitrators shall have experience with sport disputes and who is not in a conflict of interest)
- b. Coordinate all administrative aspects and set timelines
- c. Provide administrative assistance and logistical support to the External Discipline Panel as required
- d. Provide any other service or support that may be necessary to ensure a fair and timely proceeding
- e. In cooperation with the External Discipline Panel, will decide the format under which the complaint will be heard