



## ALPINE CANADA ALPIN: COMPLAINT MANAGEMENT PATHWAYS MARCH 2021

COMPLAINT(S) AGAINST CODE OF CONDUCT SUBMITTED TO ALPINE CANADA ALPIN'S (ACA) INDEPENDENT THIRD PARTY (ITP) USING THE ACA COMPLAINT FORM OR ITP HOTLINE.

COMPLAINT(S) REVIEWED BY ITP.

VERIFY THE CLUB, PROVINCIAL, OR NATIONAL JURISDICTION FOR COMPLAINT MANAGEMENT AND RESPONSE. IF THE COMPLAINT DOES NOT FALL WITHIN NATIONAL JURISDICTION, IT WILL BE RE-DIRECTED BACK TO THE CLUB OR PROVINCE.

ENSURE THE COMPLAINT CONTAINS SUFFICIENT INFORMATION TO PROCEED. THE ITP MAY LIAISE WITH THE PERSON(S) WHO FILED THE COMPLAINT (NOW CALLED THE COMPLAINANT) TO OBTAIN FURTHER INFORMATION RELATED TO THE ALLEGED MISCONDUCT, IF NECESSARY.

THE COMPLAINT SHOULD BE DISMISSED AS IT IS UNSUBSTANTIATED.

IF COMPLAINT FALLS OUTSIDE OF NATIONAL JURISDICTION, CONTACT ACA SAFE SPORT MANAGER TO DISCUSS NEXT STEPS.

COMPLAINT IS CONSIDERED CRIMINAL BEHAVIOUR, AS DEFINED BY FEDERAL, PROVINCIAL, AND/OR TERRITORIAL LEGISLATION.

COMPLAINT IS CONSIDERED A MINOR INFRACTION, AS DEFINED BY ACA CODE OF CONDUCT.

COMPLAINT IS CONSIDERED A MAJOR INFRACTION, AS DEFINED BY ACA CODE OF CONDUCT.

REPORT TO LOCAL POLICE.

IF COMPLAINT IS ABOUT A MINOR, REPORT TO PROVINCIAL/TERRITORIAL SOCIAL SERVICE MINISTRIES OR DEPARTMENTS.

IF COMPLAINT IS ABOUT A MINOR, REPORT TO LOCAL CHILD WELFARE SERVICES (E.G., CHILDREN'S AID SOCIETY).

NOTIFY SPORT ORGANIZATION FOR IMMEDIATE SUSPENSION UNTIL CRIMINAL INVESTIGATION IS COMPLETE.

**NOTE: AT ANY POINT THROUGHOUT THE INVESTIGATION PROCESS, THE ITP MAY CONTACT OTHER LEGAL/PROFESSIONAL SERVICES FOR SUPPORT.**