I FILE A COMPLAINT

VIOLENCE · HARASSMENT
ABUSE · NEGLIGENCE

Integrity policy

Integrity protection policy, rules and procedures

Who does what?

Complaints Officer

The Complaints Officer's role is to receive complaints regarding abuse, harassment, negligence or violence under the integrity policy. The Complaints Officer assesses the admissibility of the complaint. I the complaint is admissible, the Complaints Officer forwards it to the Protection of the Integrity Committee for hearing. The Complaints Officer also offers the complainant the possibility of submitting the complaint to a mediator.

Mediator

The mediator's role is to help the parties find solutions that will suit each party, and making it possible to put an end to the conflictual situation that led to the complaint. The mediator sees to facilitating communication between the parties.

Protection of the Integrity Committee

Composed of 3 independent individuals, its role is to process the complaint through a hearing of the parties involved. The process is independent and impartial. The Committee renders a decision, and can recommend sanctions.

There are solutions

When to file a complaint

File a complaint as soon as there are reasonable grounds to believe that **abuse, harassment, negligence or violence** has occurred in a sport or recreational environment. Avoid judging the situation as to whether it is worth filing a complaint.

Now you can change things!

Who can file a complaint with the Complaints Officier?

Anyone involved, directly or indirectly, in a sport or recreational environment, **who is experiencing or has witnessed abuse, harassment, negligence or violence** (e.g. parents, athletes, participants, volunteers, coaches, animators, administrators, referees, judges etc).

Reporting makes a difference

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How to file a complaint?

Through the **"I file a complaint"** platform (universal button) found on the website of all sports and leisure federations in Quebec, as well as on the website of certain partners such as Sport'Aide, RSEQ, Sport Québec and Conseil Québécois du Loisir.

There is no situation to be minimized or to be taken lightly

What you experience is important