

Procedure for Filing a Complaint:

Step 1: Submission of Complaint

1. **Identification of Complainant:** Any individual or organization alleging maltreatment, including but not limited to psychological maltreatment, physical maltreatment, neglect, and sexual maltreatment, can submit a complaint (referred to as the "Complainant").
2. **Submission Channel:** Complaints against a Contract Participant or a Member Participant should be directed to the Chief Privacy Officer at privacyofficer@canlansports.com. Complaints should be made in writing whenever possible. Anonymous complaints may be accepted at the discretion of the Chief Privacy Officer.
3. **Initial Review:** Upon receipt of the complaint, the Chief Privacy Officer will conduct an initial review to determine jurisdiction and suitability for further action under the Policy. The Chief Privacy Officer may request additional information from the Complainant during this screening process.

Step 2: Determination of Jurisdiction

4. **Referral Decision:** If the complaint falls within the jurisdiction of the Policy, the Chief Privacy Officer will decide whether to refer the matter to the Office of the Sport Integrity Commissioner (OSIC) or a provincial safe sport body. The Complainant will be notified of this decision.
5. **Action by Canlan Sports:** Canlan Sports may choose to initiate a complaint process under the Policy at its discretion. In such cases, the Chief Privacy Officer, in consultation with Canlan Sports' Management Committee and Board of Directors, will decide whether to proceed with a complaint.

Step 3: Complaint Handling Process

- 1) **Process Selection:** Depending on the severity of the allegations, the Chief Privacy Officer may opt for either Process #1 (summary procedure) or Process #2 (comprehensive procedure) for handling the complaint.
- 2) **Appointment of Adjudicative Chair or Panel:** For complaints under Process #1, an Adjudicative Chair will be appointed. For Process #2, an Adjudicative Panel of one or three members will be appointed,
- 3) **Complaint Resolution:** The Adjudicative Chair or Panel will review the complaint, gather relevant information, and may propose alternative dispute resolution techniques. The Complainant and Respondent will have opportunities to provide written or oral submissions.

Step 4: Decision and Sanctions

9. **Sanction Determination:** Following the review process, the Adjudicative Chair or Panel will determine if a violation has occurred and decide on appropriate sanctions. Factors

considered include severity of the violation, prior history, potential threat to safety, and impact on involved parties.

10. **Notification of Decision:** The Chief Privacy Officer will communicate the decision to the Complainant and Respondent, with reasons provided. Sanctions, if applicable, will take effect immediately.

Confidentiality and Recordkeeping

12. **Confidentiality:** The disciplinary process is confidential, and Parties are prohibited from disclosing confidential information related to the complaint. Failure to maintain confidentiality may result in sanctions.
13. **Recordkeeping:** Canlan Sports and the Chief Privacy Officer will maintain records of all decisions. Decisions may be shared with relevant organizations as per established agreements or policies.

This procedure outlines the steps involved in filing a complaint under Canlan Sports' Maltreatment Complaint Management Policy. Complainants should follow these steps to ensure proper handling and resolution of their complaints.