Integrity and well-being · Respect and confidentiality
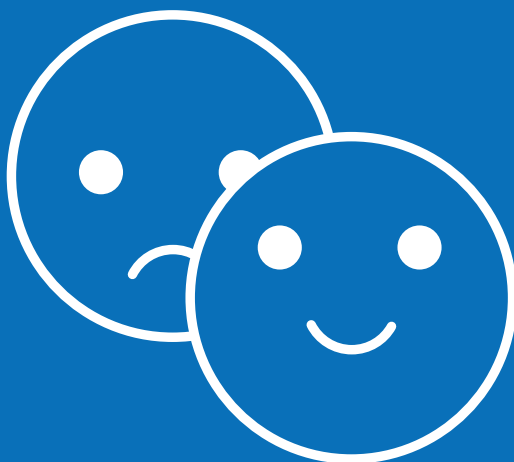
Free

What you experience in your sport is important

Integrity protection policy, rules and procedures

Who does what?

Complaint Officer

The Complaint Officer's role is to receive complaints concerning abuse, harassment, negligence or violence under the integrity policy. The Complaint Officer ensures the complainant is offered support and rules on the receivability of the complaint.

Integrity protection committee

Composed of 3 independent people, its role is to deal with the complaint through an independent and impartial hearing and offer its conclusions and recommendations.

Sport'Aide

Its role is to support individuals experiencing difficulties in their sport environment, based on their needs and according to the situation that arises. Sport'Aide can also accompany you to file your complaint with the Complaint Officer.

There are solutions

When to file a complaint

File a complain as soon as there are reasonable grounds to believe that **abuse, harassment, negligence or violence** has occurred in a sport environment. Avoid judging situation to determine if it's worth filing a complaint.

Now you can change things!

Who can file a complaint with the Complaint Officer?

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

Who can contact Sport'Aide?

Anyone involved in a sport environment, directly or indirectly, **who is experiencing or has witnessed, or who has reasons to believe that a loved one is experiencing difficulties in his or her sport environment** (e.g., parents, athletes, volunteers, coaches, administrators, referees, etc.).

Reporting makes the difference

How to file a complaint?

Via the **"I file a complaint"** platform (universal button) found on the site of all sports federations in Québec and certain partners or by contacting Sport'Aide at 1-833-245-HELP (4357).

Abuse · Harassment · Violence · Negligence

I FILE A COMPLAINT

Don't take any situation lightly or brush it off