BC Hockey Members,

In this memorandum, we would like to share details on the new, fully independent, and confidential reporting mechanism for all individuals regarding any incidents involving Hockey Canada sanctioned programming. This reporting mechanism is known as the Independent Third Party (ITP). We have also included instructions on how to add this information and resources to outfit your website.

**The Role of the ITP is to:**

* receive all hockey related maltreatment, sexual violence, harassment, abuse or discrimination complaints by someone affiliated with Hockey Canada;
* analyze complaints in light of Hockey Canada and Member policies and determine how they are to be managed and the proper jurisdiction;
* where applicable, ensure matters are properly reported to law enforcement or child protection services;
* retain investigators and dispute resolution panels who are also independent of Hockey Canada;
* work with Canada's Office of the Sport Integrity Commissioner and the Member associations to ensure no gaps in complaint coverage and that all complaints are handled in accordance with applicable policies and that decisions are documented in writing.

The new Hockey Canada Discipline and Complaints policy that outlines the role of the ITP and the applicable processes is available for download [**HERE**](https://r20.rs6.net/tn.jsp?f=001EqUQrJ-a0UXM_FhTuGKi26ptyLbZzPg987p8qvHfTGYIpLU8gfokLs9aCjKsgq-zo1G7gGUM4zq_KcZE-_n0a89uxkzi-8c9I1qjHp33Zd5SS_kJRPaGsKtaQygTFzn3jRz9VdPklwH-k-tzgVOJAuFx5ZLYtj8DUqYlZtTozibq_hFQ5gqm2Q6lZlJLSqBjHMfTHM5WljsfDEkv_8cvZ1fFUAqu_aqK9qqYngqvFgImNJKIPMK4XQ3qKBaNdaG7IkF3MZrbFhC0v2EFkpdSeO5AZZvFn88bUliIZCsxRxc=&c=dM-joYy_Yeprbpv7UAA77bfL9nAm7xuAuRf4f2FYOrzIRyujp7C4pQ==&ch=HysHHBZntd4CcFgO1bivkt8TJIlZn6Jn_Poi-yuI12Ju8KQt2wkjiQ==).

A key feature of the ITP structure is its independence from Hockey Canada and BC Hockey. The ITP has sole jurisdiction to handle complaints and keeps the identity of complainants confidential from Hockey Canada and the Member associations.

**Reporting Abuse or Harassment is often a difficult process. The ITP is committed to operating in a trauma informed manner. For example:**

* All reports will be kept entirely confidential, in line with the wishes of the person making the complaint. This includes confidentiality from Hockey Canada and Member association staff.
* All Complaints will be followed up in a timely manner.
* The ITP has developed resources to share with survivors of abuse and can direct survivors to additional supports.
* The ITP answers questions about the complaint process.
* Complaints are taken seriously and rigorously examined.

The ITP is staffed by a number of diverse professionals reflecting both gender and racial diversity. Service is available in both English and French.

**Complaints can be submitted by email to****complaints@sportcomplaints.ca****.**

The ITP is developing a separate website dedicated to complaints where an intake form and other resources will be hosted. For interested Districts and MHAs Hockey Canada has provided the following, which can be incorporated into your own websites:

1. *Independent Safe Sport Complaint Process* 'buttons', as seen at the bottom of the [**BC Hockey Homepage**](https://r20.rs6.net/tn.jsp?f=001EqUQrJ-a0UXM_FhTuGKi26ptyLbZzPg987p8qvHfTGYIpLU8gfokLtxy1BqtQOerd3eLRUJpdgfRVekoglhbcFo9w_r75le--J3OYGqdEVhyfFH5vXk0oayJS7PoRLENRdDUx8B0JHeqQ-z95uUVQg==&c=dM-joYy_Yeprbpv7UAA77bfL9nAm7xuAuRf4f2FYOrzIRyujp7C4pQ==&ch=HysHHBZntd4CcFgO1bivkt8TJIlZn6Jn_Poi-yuI12Ju8KQt2wkjiQ==) are available by clicking this [**LINK**](https://r20.rs6.net/tn.jsp?f=001EqUQrJ-a0UXM_FhTuGKi26ptyLbZzPg987p8qvHfTGYIpLU8gfokLs9aCjKsgq-z7f-lZZGvqHhft5sufJEbKv3BKZAFbc7ftJpEhZO3ea4bMf3ADWWqob4a2UIna0FV1zuWQw85J-pT-xSBSDsuWZkxGXFlAk-6MkfppVPACBdu97on8YwDCuYQaZbapy6cUGiM6-ty8BiHcPfAVnimvDajRpfa_HunTAKAY_hxXuE=&c=dM-joYy_Yeprbpv7UAA77bfL9nAm7xuAuRf4f2FYOrzIRyujp7C4pQ==&ch=HysHHBZntd4CcFgO1bivkt8TJIlZn6Jn_Poi-yuI12Ju8KQt2wkjiQ==).
2. You can also hyperlink the graphics and redirect the user to the Independent Safe Sport Complaint Process section on our website using the following [**LINK**](https://r20.rs6.net/tn.jsp?f=001EqUQrJ-a0UXM_FhTuGKi26ptyLbZzPg987p8qvHfTGYIpLU8gfokLs9aCjKsgq-zPhTGDOZeFZcJqF77NC4HZa2DnvAFbKjYT32jhf2h3dIouR7MtZPlnYwIxOJMSx-R7CRd7yiomNU3_lBoLn0cAiKoiDdijmYHYfxtm-8niKMj0DBdguq2jwzCGrb1MoATWQKiJb3kXhIPcTzqyJXSR1OTQJzrQ-SXCqopFZ8l8zSudxsTjVa6yg==&c=dM-joYy_Yeprbpv7UAA77bfL9nAm7xuAuRf4f2FYOrzIRyujp7C4pQ==&ch=HysHHBZntd4CcFgO1bivkt8TJIlZn6Jn_Poi-yuI12Ju8KQt2wkjiQ==), or directly to the email address for complaint submission listed below.

**Complaints can be submitted by email to****complaints@sportcomplaints.ca****.**