

Maltreatment Complaint Respondent's Guide

Things to Be Aware Of

- The maltreatment complaints process is a formal and independent process. It is designed to assess allegations of maltreatment in a fair, structured, and impartial way.
- An accepted maltreatment complaint does not mean that maltreatment has occurred. It confirms the matter is within the scope and jurisdiction of the Discipline and Complaints Policy and that the process will determine, on a balance of probabilities, whether maltreatment occurred.
- The process follows principles of procedural fairness, meaning you have the right to know the allegations and to respond.
- Decisions are made on a balance of probabilities, meaning the Hearing Panel determines, based on the information presented, whether it is more likely than not that the alleged maltreatment occurred.
- Retaliation, interference with the process, or attempts to influence witnesses are prohibited and may result in additional disciplinary action.
- Provisional measures may be imposed while the matter proceeds and are precautionary, not findings of wrongdoing.
- If the matter proceeds to a hearing, you will have a meaningful opportunity to present information and evidence.
- You may have a representative, advisor, or legal counsel at your own expense.
- If you choose not to participate in the process, the matter may still proceed and a decision may be made based on the information available..
- A Hearing Panel decision may be appealed in accordance with the Appeal Policy.

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What to Do If a Maltreatment Complaint Has Been Accepted Against You

- Review the Safe Sport Policy Manual, including the Discipline and Complaints Policy, and where applicable the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS), to understand how maltreatment is defined and what process applies.
- The Case Manager will provide you with written notice of the accepted maltreatment complaint and the information that will be considered, and you should carefully review all materials provided.
- Follow the directions provided by the Case Manager and comply with all procedural instructions.
- Pay close attention to the timelines set by the Case Manager and ensure your response is submitted within the required deadlines.
- Be prepared to submit a clear and factual written response, along with any supporting information, when requested by the Case Manager or the Hearing Panel.
- Identify any individuals who may have relevant information and provide their names and contact details if appropriate.
- Avoid contacting the complainant or potential witnesses about the matter unless instructed otherwise.
- Comply fully with any provisional measures that may be in place.
- Maintain professionalism and respect throughout the process.
- Keep all information confidential and do not share details with individuals who are not involved in the process.
- Seek independent advice if needed to understand your rights and obligations.

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Additional Resources

- [Sport Manitoba Safe Sport Line](#)
- [Safe Sport Policy Manual](#)
- [Sport Manitoba Interactive Guide on Filing a Maltreatment Complaint](#)
- [Canadian Safe Sport Program](#)
- [Reporting of Child Protection and Child Abuse](#)
- [Kids Help Phone](#)

This guide is general in nature. Specific steps may vary depending on the circumstances of the maltreatment complaint.

Parties are expected to remain respectful, comply with procedural directions, and allow the process to proceed without interference.

You may seek independent legal or professional advice if additional guidance is needed.