GYMBC COMPLAINT MANAGEMENT PROCESS Links to www.gymbc.org/media/aoacg3zc/complaint-management-handbook.pdf Submit a Complaint/ Report a Concern Are you aware of www.gymbc.org/safe-sport/concerns-COMPLAINT **REPORT** physical and/or complaints or safety@gymbc.org or sexual abuse 1(604)-333-3497 taking place? Contact Local Police/RCMP, (Call 911) **Initial Review Conducted** Formal Complaint Are you seeking Should the report Received external resources be escalated to a and referral complaint? services? Submitted Call Canadian Sport Helpline 1 888-837-7678 or info@abuse-free-YES NO sport.ca Is the Complaint within CONFIDENTIALITY **GymBC's jurisdiction?** with respect to the process and the underlying Complaint Referred to Report Archived issue or complaint appropriate party / within GymBC's authority (i.e. RCMP, confidential and Community shall not be local law enforcement, Concern local club, other PTSO, disclosed to Tracking System anyone, except as needed to follow or GymCan) the policy. Is a Suspension Pending Hearing Warranted? Complaint Assigned to and Assessed by an In the event that a serious infraction is alleged to have Independent, 3rd Party, Case Manager taken place, the Case Manager may recommend an immediate suspension pending a hearing. Minor Infractions – Case manager potentially Major Infraction - GymBC triggers Investigations Policy SymBC Personnel to Resolve Complaint Triggers Complaint and/or Mediation (ADR) **Management Process Policy End of Process** Case manager appoints an Independent Review Panel (1 or 3 people) Panel conducts hearing process (documentary or oral) with submissions from the Complainant(s) and Respondent(s) to determine the outcome of the complaint. Panel provides a written report to the Case Manager who distributes the Decision to GymBC, the Complainant(s) and Respondent(s) No Finding of breach of Finding of breach of conduct The Decision may be appealed per the Appeal Policy Unless specifically directed by the Decision of the Panel, GymBC will not **GymBC** enforces and communicates any sanction(s) that affect participation with

Sanction(s) Imposed

End of Process

member club(s), and advises

GymCan of the individual(s) name, duration and type of sanction(s) imposed.

communicate or comment on a complaint process outcome if no sanction(s) are

End of Process