

Frequently Asked Questions (FAQ)

(Reference: Alberta Safe Sport Complaint Mechanism — ABSSCM)



1. Who can file a report?

Any individual who, through membership, registration, participation, appointment, employment, or contract with a sport organization—or through direct engagement in its activities—is subject to the ABSSCM. This includes, but is not limited to: athletes, coaches, referees, officials, volunteers, board members and other recognized members of the relevant sport organization.

What accommodations are available (language, disability, other)?

- Inform ALIAS of any accommodation requested when filing the report (e.g., interpreter, accessible formats, scheduling).
- Reasonable accommodations may be provided; any limits will be explained.

2. Why should I file a report for maltreatment?

- Reporting maltreatment helps protect all participants by ensuring they can engage in sport within an environment free from serious misconduct. Taking action against maltreatment ensures that sport remains focused on development, fair play, and positive experiences.
- When people know that maltreatment will be reported and addressed, it acts as a deterrent to discourage others from engaging in harmful conduct in the first place.
- Participants have the right to train and compete in safe environments—reporting maltreatment is essential to maintaining that standard.
- Adults must report when they know or should know about prohibited behaviour toward others. In particular, adults have a duty to report abuse of minors immediately.

3. Do I have to report?

Yes — there are legal and ethical obligations - adult participants or those in positions of knowledge or authority have the obligation to protect others from harm. Everyone in sport has a responsibility to report serious misconduct.

If a Minor is Involved (Under 18)

Adults who become aware of maltreatment against a minor must report all situations of sexual or physical abuse or other serious harm committed against a minor, regardless of who the alleged perpetrator is. This duty exists regardless of other actions taken.

Duty to Report – Sexual Abuse or Violence:

All persons involved in the sport community must report any sexual abuse or violence against any person (minor or adult) committed by someone also involved in the sport community.

Duty to Report – Other Forms of Misconduct:

All persons involved in the sport community must report other serious misconduct that deliberately harms or endangers other participants in sport. Abuse, harassment, threats, or inappropriate contact with minors should be reported.

4. What conduct can be reported?

Any violations of the **Alberta Universal Code of Conduct (AB UCC)** — specifically, the behaviours described in **Section 5** of the AB UCC.

5. What counts as “in scope” vs. “out of scope” reports under the ABSSCM?

- The ABSSCM is designed to address serious misconduct that harms people or puts them at serious risk. The ABSSCM is not a general complaint system for everyday sport disputes or disagreements.
- **In scope** (examples): behaviours prohibited by the AB UCC (e.g., maltreatment, including abuse, harassment, discrimination, sexual misconduct, grooming, hazing, retaliation, and boundary violations).
- **Out of scope** (examples): field of play, officiating or rule interpretation, selection/playing-time disputes, fee or refund issues, facility complaints, general administrative complaints, and governance/bylaw matters.

- When reports fall outside the ABSSCM's scope or jurisdiction, they may be redirected back to the sport organization or another appropriate body for resolution. ALIAS will determine the appropriate jurisdiction and may redirect your report to the correct system.
 - If you're involved with a National Sport Organization or national-level activities, your report may need to go to your National Sport Organization's ITP for processing instead.
 - ASLA **does not** directly receive, review or decide individual reports.
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6. How are minors' reports handled?

- Reports involving minors are handled with special protections and procedures.
 - Generally, minors should be represented throughout any ABSSCM process by their parent or legal guardian.
 - Child-protection laws and mandatory reporting rules may apply.
 - ALIAS explains who must be notified and what safety steps are required. Privacy is prioritized and only necessary parties are informed, subject to any mandatory reporting obligations. Mandatory reporting to authorities (such as law enforcement) applies when required by law, especially for suspected physical or sexual abuse of minors.
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7. Who will receive my report?

All reports are submitted directly to **Alias-Solutions**, an independent third party responsible for intake, assessment, and resolution processes under the ABSSCM. Reports are submitted through the independent reporting platform.

ASLA **does not** receive, review, or decide individual reports.

8. Is the information I provide confidential?

Yes, information submitted under the ABSSCM is kept confidential.

- Reports stay private and is only shared with the people directly involved in handling a report – such as ALIAS, any investigators, and the parties involved in the report
- Information is not shared publicly or with unnecessary people, except when required by law (like mandatory reporting to protect a minor's safety) or in order to enforce any sanctions under the ABSSCM.

9. Can I remain anonymous?

Yes, reports may be submitted anonymously, however:

- The ABSSCM encourages identified reports to support meaningful follow-up and system fairness.
- ALIAS may conduct a preliminary assessment of anonymous reports to determine whether and how the report can proceed.
- An anonymous complainant may still be asked to provide additional evidence or testimony.
- Complete anonymity cannot be guaranteed if disclosure is necessary to ensure participant safety, compliance with applicable law, or meet natural justice and procedural fairness requirements.

10. How do I file a report?

- Use the **Report a Complaint** button available on the **ASLA website** or your **PSO website** or via the ALIAS hotline.
- The service is available **24/7**.
- A trained ALIAS case manager (*not ASLA*) reviews and follows up to explain options and next steps and creates a secure case file.
- You will receive a **username and password** to access your file and monitor progress.
- Reports should be directly sent through the reporting platform, rather than team staff or organization members.

10. What are the main steps in processing a report?

At a high level, a report typically follows these stages:

1. **Submission** – Report received by ALIAS through the designated reporting system.
2. **Intake Review** – ALIAS Case Manager conducts preliminary assessment of the report.
3. **Jurisdiction & Scope** – ALIAS determines whether the report falls under the jurisdiction and scope of the ABSSCM.

4. **Triage** – Case manager determines jurisdiction and may dismiss the report, redirect to other bodies (back to sport organization), or accept the report for further processing and resolution.
 5. **Resolution** – ALIAS determines the appropriate resolution pathway, which may include mediation, disciplinary hearing, or investigation.
 6. **Closure & Notification** – Resolution process is completed and parties are informed of the outcome and next steps. Sanctions may be imposed and communicated to relevant sport organizations for enforcement.
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11. What information is collected and who sees it?

- ALIAS collects only information necessary to assess and resolve the report in accordance with the ABSSCM Policies and applicable law.
 - Case information is held by ALIAS and shared on a need-to-know basis to progress the report. Information may be shared with relevant sport organizations and other authorities as necessary to administer reports, enforce sanctions and ensure participant safety in sport.
 - ASLA does not receive case details and personal information is not disclosed publicly, except as required by law or necessary to enforce sanctions.
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12. What are the expected timelines?

- **Receipt of Report and Acknowledgement:** typically, within 48 hours.
 - **Initial Assessment:** usually 5–10 business days of receiving a report (complex files can take longer).
 - **Dispute Resolution / Investigation /Decision:** timelines vary by case and pathway. ALIAS will keep you informed throughout the process.
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13. Do all reports lead to an investigation or disciplinary hearing?

No. ALIAS determines the most appropriate dispute resolution pathway for each report. Efforts will first be made to resolve matters through **informal or remedial processes**, including mediation, where appropriate. These processes focus on education, accountability, and efficient resolution without formal investigations or hearings.

Formal investigations and disciplinary hearings are reserved for more complex, serious, or disputed cases that cannot be resolved through informal processes.

14. What sanctions can be imposed following a report?

If it is determined that a violation of the AB UCC has occurred, individuals may face sanctions under the ABSSCM. Sanctions are determined in accordance with **AB UCC - Section 7.4 – Sanctioning Considerations**.

Sanctions range from minor consequences like apologies and warnings for less serious violations, to moderate penalties like temporary suspensions, up to permanent bans from sport for serious cases.

Factors considered in determining sanctions include: the severity of the misconduct, whether minors were involved (which makes it more serious), the person's history of violations, whether there was a power imbalance (like coach-athlete), if the person admitted wrongdoing and cooperated, and whether there are ongoing or future safety risks.

15. Will I be at risk of reprisal if I file a report?

No. Retaliation against any person making a good faith report under the ABSSCM is strictly prohibited. Retaliation includes threatening, intimidating, harassing or coercing someone against filing a report under the ABSSCM or participating in any ABSSCM process. Retaliation after the conclusion of these processes is also prohibited.

All participants are required to make any Report, response, statement, or submission under the ABSSCM, honestly, accurately, and in good faith. Filing a knowingly false, frivolous, vexatious, or bad faith report or abuse of the ABSSCM system is a violation of the AB UCC. Those who file knowingly false reports may face sanctions and be ordered to pay the costs of processing their report. Using the ABSSCM process for harassment or improper purposes is prohibited.

16. Are there any costs to file a report or participate in the ABSSCM process?

No, there are no fees for filing a initial report under the ABSSCM or for fees for the services of ALIAS. You are responsible for your own personal expenses like legal representation, travel, or obtaining your own evidence if you choose to do so.

Appeals under the ABSSCM require a non-refundable administrative fee of \$250.00 payable to ASLA.

17. What if my report involves potential criminal conduct? Should I still file an ABSSCM report if police are involved?

Individuals who become aware of criminal conduct should immediately report to appropriate law enforcement agencies. You may also submit a report through the ABSSCM at the same time. ALIAS may coordinate with law enforcement and other authorities if necessary.