

## ALBERTA SAFE SPORT COMPLAINT MECHANISM

### Frequently Asked Questions

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This FAQ offers additional information regarding the Alberta Safe Sport Complaint Mechanism (the ABSSCM). For more details, please review the full Notice to Participants. If you have a question that is not answered here, please contact Curling Alberta at [info@curlingalberta.ca](mailto:info@curlingalberta.ca).

#### About the ABSSCM

##### Q. What is the ABSSCM?

A. The ABSSCM is Alberta's independent system for reporting and resolving maltreatment in sport. It is the same system that most provincial sport organizations in Alberta are using. Curling Alberta joined it on March 23, 2026, with public go-live on May 25, 2026. Safe sport means that everyone in our sport — athletes, coaches, officials, volunteers — should be able to take part without being mistreated. The ABSSCM is Alberta's independent system for reporting serious concerns like abuse, harassment, and other forms of mistreatment in sport. Reports go to trained professionals at an independent organization, not to Curling Alberta.

##### Q. Who runs it?

A. The system is administered by the Alberta Sport Leadership Association (ASLA). It is operated by an independent organization called ALIAS Solutions Inc. ALIAS is the organization that actually receives and handles reports. They are professionals trained in safe sport, and they are independent of Curling Alberta and your local club.

##### Q. Why use an independent third party? Why not just have Curling Alberta handle complaints?

A. Because handling reports of serious abuse takes specific training and oversight, and because reports should be reviewed by independent parties who do not have a stake in the outcome. An independent third party is fair to everyone – the person reporting, the person being reported on, and the community. It also means people are more likely to come forward, because they know their concern will not be handled by someone who might be conflicted in the matter.

##### Q. What is the Alberta Universal Code of Conduct?

A. The AB UCC is the set of rules that the ABSSCM applies. It defines what kinds of conduct are not acceptable in sport. Curling Alberta has adopted it as a binding policy.

#### Safe sport and maltreatment

##### Q. What is “safe sport”?

A. Safe sport means an environment where everyone – athletes, coaches, officials, volunteers, and others – can take part in the sport without being at risk of serious abuse. It covers things like how coaches treat athletes, how teammates treat each other, and how adults treat minors in the sport.

##### Q. What is “maltreatment”?

A. Maltreatment is the catchall term used for serious conduct that crosses the line and is not acceptable in sport. The AB UCC lists the main types of maltreatment:

- **Psychological maltreatment** – things like repeated humiliation, threats, intimidation, or degrading comments.
- **Physical maltreatment** – things like hitting, grabbing, shaking, or forcing someone to keep playing through an injury.
- **Sexual maltreatment** – things like inappropriate touching and sexual abuse.

- **Neglect** – failing to provide basic care or withholding medical care.
- **Grooming** – testing boundaries, secretive communication, isolating someone, or building inappropriate trust with the aim of future exploitation.
- **Discrimination** – harassment based on race, gender, disability, religion, or other protected characteristics.
- **Retaliation** – punishing someone for raising or supporting a concern.

**Q. Is every conflict in sport “maltreatment”?**

A. No. Most disagreements in sport are normal parts of being in a competitive activity. Playing time disputes, team selection decisions, refereeing calls, disagreements, and personality differences are not maltreatment. Those things will continue to be handled by your club or by Curling Alberta through the usual processes. The ABSSCM is for more serious conduct described above.

**Q. What if I am not sure whether something is maltreatment?**

A. That is normal. Many concerns sit somewhere in between “this is just sport” and “this is clearly wrong.” If something does not feel right and you are not sure, you can still make a report. The trained people at ALIAS will look at it and decide whether it fits within the ABSSCM. If it does not, they will tell you where it should go.

**What should I do if...****Q. ...I think I have experienced maltreatment?**

A. You can make a report directly to the ABSSCM, online at <https://app.alias-solution.com/contact/en/AB240> or by phone at 1-855-603-0483. You do not need to go through your club or Curling Alberta first. If you are in immediate danger, call 911.

**Q. ...someone has told me about something concerning?**

A. You can make a report about it. You do not have to be the person directly affected. You can also encourage the person who told you to make a report themselves. Either way, the system is there for everyone in our community.

**Q. ...my concern is about something at a national curling event or someone in a national role with Curling Canada?**

A. Conduct that happens at a Curling Canada event (like a national championship) or that involves someone in a Curling Canada role may be handled by Curling Canada’s own safe sport process or by the Canadian Safe Sport Program, not by the ABSSCM. You do not need to figure out the right system before making a report – whoever you report to will direct it to the right place. If in doubt, start with the ABSSCM and they will route it as needed.

**Q. ...my concern is about something that is not maltreatment, like a club issue?**

A. The ABSSCM is only for serious matters that involve maltreatment under the AB UCC. Things like team selection, playing time, scheduling, ice time, rules interpretation, regular disputes or other day-to-day club operations are handled by your club. If you are not sure where to go, ask your club or contact Curling Alberta.

**Q. ...I am worried about what will happen if I report?**

A. Reports are handled professionally and confidentially. ALIAS does not publicly share who has made a report. Retaliation against someone who reports – or against someone who supports a report – is itself a violation of the AB UCC and is taken seriously. Making a false report under the ABSSCM is similarly a violation of the AB UCC.



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## Resources and contacts

### To make a report:

- Online: <https://app.alias-solution.com/contact/en/AB240>
- Phone: 1-855-603-0483
- In an emergency, call 911 first.

### To learn more:

- Curling Alberta Safe Sport page: <https://curlingalberta.ca/safe-sport/>

### For questions:

- General questions: Curling Alberta at [info@curlingalberta.ca](mailto:info@curlingalberta.ca)
- Safe sport policy questions: ASLA at [admin@absportleadership.ca](mailto:admin@absportleadership.ca)
- Technical or case-specific questions: ALIAS at [infoalias@alias-solution.com](mailto:infoalias@alias-solution.com)

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Thank you for your part in making curling in Alberta a safe and welcoming sport for everyone