

THE RESPONSE & RESOLUTION PROCESS: WHO'S WHO?



The U.S. Center for SafeSport receives thousands of reports of abuse and misconduct in sport every year. These reports enter our [Response and Resolution process](#). Learn more about what our staff does during this process and the roles of other parties involved.

Parties to Know

The process starts when a reporter makes a [report to the Center](#). Anyone who knows of or suspects abuse in the U.S. Olympic and Paralympic Movement can be a reporter.

External parties in the process also include:

- **Claimants** are people reported to have experienced harm.
- **Respondents** are people reported to have caused harm.
- **Witnesses** have firsthand knowledge of the incident(s) reported.
- **Advisors** are people who can represent Claimants and Respondents and help them communicate with the Center, like attorneys or family members. They cannot be called as witnesses in an investigation, unless they are the parent of a Claimant or Respondent.
- **Support Persons** offer Claimants or Respondents emotional support. They cannot receive case information directly from the Center.

Who Reviews the Reports First?

The reports go to the Center's Intake Team first. They use the information they gather to decide if or how a case will proceed.

Intake Administrators:

- Contact National Governing Bodies (NGBs) to find out Respondents' membership and participant status.
- Determine if the Center has jurisdiction (authority) over the Respondent and the type of misconduct reported.
- Send reports outside of our jurisdiction to law enforcement and/or other appropriate organizations. Contact law enforcement if a report involves child abuse. All Center staff are mandatory reporters.

If the Center accepts jurisdiction and follows up on a report, it goes to an Intake Coordinator.

Intake Coordinators:

- Collect information and evidence that is already available, like screenshots or police reports. They do not investigate or try to discover new information.
- Set protective Temporary Measures if needed.
- Offer Informal Resolutions if appropriate. They also put reports that cannot move forward on Administrative Hold or Closure.

Who Investigates the Case?

Our Investigators begin working on a case only if it enters the formal investigation process. The team's Assistant Directors supervise investigators, help guide investigations, and approve final investigation reports.

The Investigative Team:

- Interviews Claimants, Respondents, Witnesses, and other relevant parties.
- Collects evidence that supports parties' claims.
- Compiles a formal investigation report, including interview transcripts, evidence, and relevant policies (e.g., the SafeSport Code or NGB policy) and laws.

Who Else Is Involved?

Our Legal Team works throughout the Response and Resolution process. They make sure each step in the process follows policy and legal standards.

The Legal Team:

- Applies the relevant laws and policies to each case.
- Helps determine if the Center has jurisdiction. If a report cannot move forward, they put it on Administrative Hold or Closure (with the Intake Team).
- Offers advice for setting protective Temporary Measures (with the Intake and Investigation Teams).
- Helps determine if there is enough evidence to find there was a violation of the SafeSport Code (with the Investigation Team).

Who Sets Sanctions for Code Violations?

When the formal investigation finds a violation, the Case Resolution Committee reviews the case and sets sanctions.

The Case Resolution Committee:

- Is not involved with investigating the cases they review. Members of Center staff do not determine sanctions for cases they have also investigated.
- Sets sanctions for Respondents. Sanctions may include a written warning, SafeSport education, or restrictions on participating in the U.S. Olympic and Paralympic Movement.



Who Shares the Case Outcome?

Our Resolutions Team shares the outcome of a case.

The Resolutions Team:

- Sends a formal Notice of Decision to Claimants, Respondents, Advisors, and NGBs. The NGBs also get a Summary of Decision to share with leaders at regional and/or local affiliated organizations and clubs as needed.
- Tracks the completion of sanctions.
- Updates the [Centralized Disciplinary Database](#).

Who Can Answer Questions About the Process?

Our Response and Resolution process staff may only communicate with Claimants, Respondents, and other external parties during specific parts of the process. However, our Process Navigators are available at every point during a case to answer questions and offer support.

Process Navigators:

- Answer questions about the Response and Resolution process, including the Center's policies.
- Give updates on case status to Claimants, Respondents, and Advisors if requested.
- Provide connections to resources about mental health care, prevention education, and legal representation.
- Offer information to create safer sport environments, like safety plans and positive coaching of athletes with various needs.

Contact Us

Our Process Navigators offer services in both English and Spanish. You can:

- **Send us an email:** process.navigators@safesport.org
- **Leave us a voicemail:** 720-531-9024

Emails and calls are usually returned during our business hours, Monday - Friday, 8 a.m. – 4 p.m. MT. We will return all messages by the end of the next business day.

This document is for educational purposes. It is meant to help explain the Center's legal documents and policies (e.g., the SafeSport Code). It does not replace or override them. The information in this document does not constitute legal or medical advice.