

Canadian Association of Counseling Hypnotherapists and Educators

GRIEVANCES AND COMPLAINTS POLICY

6 June, 2018

A. DEFINITIONS

AHGC – Ad Hoc Grievance Committee

CACHE – Canadian Association of Counseling Hypnotherapists and Educators

The Board – CACHE Board of Directors

B. PRINCIPLES

Grievance/Complaint Principles

- In the expectation of mutual respect and trust, it is hoped that grievances and complaints can be resolved by those directly involved as soon as possible, and as close as possible to the context in which the grievance arose through informal consultation between themselves or with a CACHE mediator as selected by the President or Vice President.
- Where an agreement cannot be resolved in the above manner, the grievance procedure is intended to provide a process of resolution that is positive and constructive. The grievance procedure outlined in the following is a problem-solving process intended to resolve complaints in a timely manner.
- The Ad Hoc Grievance Committee will seek to obtain as complete documentation as possible. In keeping with the intent, the parties agree to disclose and exchange all particulars and information respecting the matters of the grievance/complaint as quickly as possible at all times and to promote settlement quickly. It is understood that all parties involved in the grievance procedure will have equal access to the documentation provided regarding the grievance or complaint.
- The last court of appeal is the CACHE Board of Directors.
- Procedures will be consistent with the current CACHE Code of Ethics. Procedures will respect the dignity and well-being of each person involved in the process.
- Procedures will be based on transparency and be designed to encourage as much openness and communication as possible.
- Procedures will be implemented in a timely manner to ensure that harms, needs, and obligations are identified and addressed swiftly.

- Procedures are based on the assumption that CACHE members are committed to accept the decisions of committees, formed on behalf of the membership, as to the standards of professional ethics.

C. Grievance/Complaint Procedures

- 1.** A member wishing to register a grievance or complaint shall notify the President or Vice-President in writing within 60 days of the occasion from which the issue arose. Such notification will state as precisely as possible the nature of the grievance and the redress being sought, and shall include any and all relevant documentation.
- 2.** The President or Vice-President shall create an Ad Hoc Grievance Committee comprised of CACHE Board members within 14 days of receipt of the complaint and distribute any documentation to the committee members.
- 3.** The AHGC shall meet and begin an investigation process within 14 days of being convened.
- 4.** The AHGC, or representatives thereof, shall be in contact with parties involved in the complaint and gather documentation, witness statements, or other pertinent information, and shall share that information with the remainder of the ADGC.
- 5.** The AHGC may offer the member lodging the complaint a meeting (in person or via Zoom) to fully discuss and explore the complaint.
- 6.** Within 30 days of being convened, the AHGC shall present a report to the person lodging the grievance. This report may support the grievance or find it unfounded, and shall contain an explanation for the conclusion. The report may include AHGC recommendations designed to redress the grievance. The report may also indicate to the complainant that more time is required to fully investigate the registered grievance.
- 7.** If the person who registered the grievance is not satisfied with the results of the AHGC, they may appeal to the Board to have the grievance reviewed by the full Board, not a sub-committee.
- 8.** Such an appeal must be made in writing by registered or signature mail to the President or Vice-President within 30 days of receiving notification of the conclusion of the AHGC.