

Client Complaints Process

Our recommendation

It is highly recommended that if clients are experiencing difficulties in their therapy or with the therapeutic relationship that they first attempt to talk directly to their student therapist (if possible or desired). Challenges and direct relational repair are often positive therapeutic opportunities for clients and learning opportunities for student therapists.

Overview of Our Complaint procedure

- a) The Create Clinic does have complaint procedure that is in effect. Clients may bring a written formal complaint to the attention of to the Create Clinic Complaints Committee (made up of one Create Clinic supervisor (who is not the supervisor of their student therapist), one other Create Institute faculty member, one Create Institute board member and one external member who is not a current faculty member or board member. At the time of the complaint the committees will be formed using this template.
- b) An interview with the complainant and the student therapist will take place and a report will be submitted to the Create Clinic Complaint Committee. Client records may be reviewed and additional consultation may be required. All deliberations are confidential.
- c) A hearing in which all parties are present may be required. Clinic complaint Committee findings will be communicated to the client and practitioner in writing. All proceedings will be carried out in a timely fashion.

Disciplinary Action

Disciplinary action may include one or more of, but are not limited to, the following: exoneration; facilitated dialogue to resolve misunderstanding; remedial educational requirements; a formal caution; suspension; expulsion. It is understood that these guidelines cannot cover all specific details of potential ethical and practice issues that may arise. The Clinical Complaints Committee and the Appeals Committee will examine all cases regarding ethical questions on an individual basis.

Appeal Process

- a) Decisions of the Create Complaint Committee may be appealed to the Appeals Committee made up of one Create Institute faculty, one Create institute board member and one external member, none of whom are members of the Create Clinic Complaints Committee.
- b) It is the responsibility of all parties to cooperate with the Create Clinic Complaints and Appeal Committee and to keep matters before the Committee confidential. It is the responsibility of Create Clinic to carry out decisions of the Create Clinic Complaints Committee.

Final Comments

These complaints and disciplinary procedures are subject to amendment to bring them into line with the complaints and disciplinary procedures of the new College of Registered Psychotherapists.