

Student Complaint Resolution Policy Gestalt Institute of Toronto

The Gestalt Institute of Toronto is committed to prompt and equitable resolution of student concerns to the satisfaction of both the student and the Institute, and committed to fair, reasonable and transparent processes and openness and availability of support for students and personnel in the event of concerns.

THE PROCESS

Students are encouraged to address any concerns immediately; the Institute does not want minor problems to develop into major issues. If a student has any problems or concerns during their training period, the Institute encourages students to discuss them promptly with the staff member directly involved. If a satisfactory resolution is achieved, the resolution plan is implemented.

Should the resolution to the concern require further investigation and involvement, the staff member will arrange a meeting with the appropriate personnel including the Head of Faculty, Jay Tropianskaia at 416-964-9464 Extension 64; email: jtropianskaia@gestalt.on.ca. The student has the right to orally present his/her case and be accompanied, at all times during the process, by an individual of his/her choice. In addition, the student can ask the individual who accompanies him/her to present the case on his/her behalf.

If you are reluctant to deal directly with any member of faculty because of the nature of your complaint, please present your complaint to the Executive Director, Carolina Edwards at 416-964-9464 Extension 65
email: cedwards@gestalt.on.ca.

If a satisfactory resolution is not reached, the student will be asked to document their concern, in writing, using the *Student Concern Report Form*, the actions taken to date by the Institute in an effort to resolve the issue, and the desired resolution on the *Student Concern Report* which may be obtained from the Office Administrator, Jaime-Lynne McDougall at 416-964-9464 Extension 21
Email: officemanager@gestalt.on.ca. The student will submit this report to the Executive Director, who will forward the complaint to the Chair of the Board, Colleen Carruthers, email: growingedge@sympatico.ca immediately. The Chair of the Board will strike an ad hoc committee, consisting of a minimum of 3 members of the Board, to investigate the student's concern and meet with the student to discuss resolution.

The Executive Director and Head of Faculty of the Institute will send a written statement of the decision to the student by letter within 10 business days of receiving the *Student Concern Report*. This decision will include reasons that the decision is based on. The Student will be provided a copy of the complaint plus any submissions filed and the decision made.

A copy of the report letter, together with the written report which will include a summary of the investigation findings and the proposed resolution to the concern plus any other submission filed and the decision made will be retained in the student's administrative file and a copy will be placed in the Institute Complaint Binder and kept for three (3) years.

How do I notify the GIT that I have been sexually harassed or experienced discrimination?

If you have experienced a sexual or other assault, you can contact any member of the staff or Board of Directors or the Toronto Police (in an emergency, dial 911).

The Board of Directors is responsible for dealing with all complaints of Sexual Harassment or Discrimination in compliance with the GIT Policies and Procedures. Any staff member receiving such a complaint will notify the Board immediately.

COMPLAINTS

As a Gestalt Institute of Toronto student or participant you have the right to complain without fear of reprisal. In other words, your grades or status should not suffer simply because you decide to bring forward a concern. It is recommended that you familiarize yourself with the Institute's *Policies and Procedures*, available in the office, in the student handbook and on the website.

THE COMPLAINTS COMMITTEE: The Chair of the Board of Directors (Chair) of the Gestalt Institute of Toronto (GIT) is responsible for forming this ad hoc committee to address any formal complaints. Membership on the ad hoc committee will comprise Chair of the Board, either the Executive Director or the Head of Faculty, and board members who are not students, GIT instructors or GIT supervisors.

Be aware that complaints that are false and/or malicious may constitute a violation of the Institute's Policies, such as: the Code of Ethics and the Discrimination and Harassment Policy; and may result in disciplinary action.

Remember to keep a record of when, whom you contacted, and what you discussed. It is also important to keep copies of any documents that you have provided to the Institute and to confirm any resolutions in writing.