



CALGARY  
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CENTRE

SERVICE • EDUCATION • RESEARCH

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# CFTC Conflict Resolution and Grievance Policy

## (Persons Served)

Calgary Family Therapy Centre is dedicated to maintaining a workplace culture that upholds the highest standards of integrity and ethics. This Policy is designed to provide clear guidelines for persons served or their legal representatives to report concerns or complaints about the services they have received.

### Definitions for this policy:

“Grievances” involve the formal reporting of complaints or concerns from persons served or their legal representatives which they estimate are unfair (e.g., non-professional, illegal, unethical, or violate organizational policies).

“Worker” or “CFTC staff” is any person who works at CFTC including employees, students, contractors, and volunteers.

“CFTC administration” is administrative staff who have access to CFTC email address ([cftc@familytherapy.org](mailto:cftc@familytherapy.org)).

“Clients” are persons served, or people who receive professional services, which normally includes a person under the age of 19 and their family or people they live with.

“Respondent” is a person allegedly engaging in unfair treatment to persons served.

“Complainant” is a person reporting a grievance.

### Responsibilities:

#### Clients:

All individuals who wish to make a complaint are encouraged to raise grievances by contacting any of the following:

a) CFTC administration using the email address [cftc@familytherapy.org](mailto:cftc@familytherapy.org), and writing “Formal Complaint” in the subject of the email.

b) The CFTC Executive Director, either by email or requesting an appointment. The Executive Director’s

email can be requested in the front office.

#### CFTC Administration

Administrative Staff who have access to CFTC email and may read “Formal Complaint” in the subject on an email, will immediately forward the email to the Executive Director’s institutional email. To respect the privacy of all concerned as much as possible, administrative staff shall not read the body of the email.



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## Executive Director

The Executive Director is responsible for investigating and taking appropriate action in relation to any grievance. Action may include but is not limited to:

- Provide support and advice to complainants
- Investigate incidents and complaints in a fair and timely manner, which includes taking and documenting appropriate corrective actions to address the reported incidents. The Executive Director will provide complainants with a response to address the concern within 20 business days.
- When the respondent is a professional, the Executive Director may adopt disciplinary action. Additionally, the Executive Director may encourage complainants to issue a formal complaint to a professional college. When the respondent is a researcher associated with the CFTC, the Executive Director may encourage the complainant to issue a formal complaint to a Research Ethics Committee.
- Information about complainants will only be disclosed to those who need to know for the purpose of investigation and resolution. The Executive Director pledges to respect the privacy of all concerned as much as possible. However, the Executive Director may create an ad-hoc advisory committee with members of the organization that may be able to provide advise on how to proceed investigating or adopting corrective action in a particular reported incident, typically members of the Executive Team and/or the Board of Directors. Apart from these forums, the Executive Director will not disclose the circumstances related to a reported incident, or the names of the complainant, the person alleged to have committed the breach, and any witnesses, except where necessary to:
  - investigate the incident or to take corrective action,
  - inform the parties involved in the incident of the results of the investigation and any corrective actions taken,
  - comply with other legal requirements.

No clients can be criticized when acting in good faith while following this policy. This policy does not discourage clients from exercising their rights under any other law, including the Alberta Human Rights Act.

*Joaquin Gaete-Silva*  
JOAQUIN GAETE-SILVA

EXECUTIVE DIRECTOR

January 28, 2024