



**Sutherland-Chan School
of Massage Therapy**

15 Gervais Drive, Suite 308
North York ON M3C 1Y8

PATIENT COMPLAINT POLICY AND PROCEDURE

Sutherland-Chan is a community of like-minded individuals specifically concerned with the education of future massage therapists in the province of Ontario, across Canada, and the world.

It is expected that no one in the school community will condone offensive, abusive, or discriminatory behaviour. Please speak up for yourself or on behalf of someone else, bringing forward complaints that need attention and response. Please do not assume that an instructor or the school administration is aware of the situation.

As a fundamental tenet of conflict resolution, we expect that all parties will behave ethically, and will use ethical decision-making principles in their handling of disputes and complaints.

- Honesty about what occurred
- Willingness to listen to the other party/ies and give consideration to their point of view
- Transparency about the events, communications, and processes involved
- Respect for each other, including each other's roles and responsibilities
- Empathy for each other's circumstances and vulnerabilities in the situation
- Respect for equity and inclusion in the school environment, including acknowledgment of potential cultural diversity elements in the situation
- Self-reflection and willingness to recognize one's own missteps

- Acknowledgment of conflict of interest, if present
- Recognition of privacy and confidentiality considerations, avoiding gossip and unwarranted information dissemination
- Respect for the values and responsibilities that imbue the school and the massage therapy profession
- Accountability for one's contribution to the situation
- Willingness to engage in the process and to be part of a fair, appropriate resolution
- Openness to learning from the situation and to doing better going forward

In general, an individual who is the subject of a complaint is entitled to disclosure of the substance of the complaint. This may take the form of a summary of concerns, or a copy of a written complaint. The identity of the complainant(s) will be revealed unless there are overriding concerns about safety, reprisal, or undue hardship, this determination to be made by the administrator in charge of the case, in consultation with the management team, school's counsel, or other qualified third party.

Sutherland-Chan School is committed to good and fair process when individuals in the school community have complaints. Such complaints may be student ↔ patient, patient ↔ Reception staff, patient ↔ instructor. Complaints may also arise related to the content or application of policies, and to interactions that may occur away from school premises, for example at offsite Specialty Clinics or community outreach events.

We consider that complaints typically fall into two categories:

1. Everyday types of complaints

A large range of types of complaints fall into this category. Everyday types of complaints are handled as expeditiously as possible. If you believe that your genuine attempt to directly resolve the issue has been unsuccessful, put your complaint and your actions to date in writing and provide the document to the individual at reception. The document will be passed on to the relevant individual for resolution of the issue as quickly as possible.

2. Formal complaints

A formal complaint is defined as one that alleges:

- Sexual harassment or sexual violence
- Discrimination
- Conduct unbecoming/unprofessional conduct
- Health/safety facility hazard
- Damage to or theft of personal property

Formal complaints must be in writing and contain a clear description of events, rationale, and/or relevant evidence. Rationale/evidence may include:

- Reference to policy or other relevant school documents
- Statements from others who have involvement
- Information related to actions already taken, for example if the police are involved
- Statements from other sources, for example from Toronto Public Health in the case of an infection-control issue, or from the College of Massage Therapists of Ontario related to a professional standards issue
- Research related to the matter

Formal complaints cannot be made anonymously.

All formal complaints are submitted to the Director of Education, who will be responsible for setting a process in motion to address the complaint. If the handling of the case is delegated, it will only be delegated to a management level administrator or consultant, or a qualified party such as a trained mediator, human resources specialist, or lawyer.

All parties are entitled to expeditious handling of complaints. As a general rule, it is expected that individuals approached about a complaint will respond within 5 school days to initiate a process to begin addressing the concern.