

**Canadian Institute for Child and Adolescent  
Psychoanalytic Psychotherapy**  
427 Vaughan Road, Toronto, ON, M6C 2P1  
Phone: 416 748-0050  
[admin@cicapp.ca](mailto:admin@cicapp.ca)

## **Candidate Complaint Procedure**

### **General Guidelines:**

The Canadian Institute for Child and Adolescent Psychoanalytic Psychotherapy (heretofore “CICAPP”) is committed to the fair treatment of its candidates and its employees/faculty/supervisors and to an open and collaborative approach when dealing with candidate concerns. We will try to resolve complaints informally wherever possible while keeping in mind that formal resolution processes may be required to satisfactorily resolve the issue.

- All complaints must be in writing. Anonymous complaints will not be considered.
- Lodging a complaint will have no adverse consequences on the status of the complainant in their course or program of study.
- Candidate complaint policies and procedures apply to individual or group complaints.

Records of Complaints will be maintained at the location where they originated for the duration of the involved candidate’s training.

### **Complaint Procedure:**

#### **Step 1**

The candidate will request a meeting with the party involved to discuss the complaint verbally.

If not resolved at this level, the candidate will proceed to Step 2.

#### **Step 2**

The candidate will submit their complaint in writing to the Director, with a copy sent to the Administrator, using the following contact information:

Florence Loh  
Canadian Institute for Child and Adolescent Psychoanalytic Psychotherapy  
427 Vaughan Road, Toronto, ON, M6C 2P1  
Phone: 416 748-0050  
[admin@cicapp.ca](mailto:admin@cicapp.ca)

The Director or his/her designate will arrange a meeting with the candidate within 7 days of receipt of the written complaint.

The candidate will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or have another person make the oral presentation on his/her behalf. This meeting will be summarized in written minutes.

The Director or his/her designate will provide a written response to the candidate, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting.

This response may include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the candidate will proceed to Step 3.

### Step 3

The candidate will submit a written appeal the Board of Directors, with a copy sent to the Administrator, using the contact information:

Administration Manager  
Canadian Institute for Child and Adolescent Psychoanalytic Psychotherapy  
427 Vaughan Road, Toronto, ON, M6C 2P1  
Phone: 416 748-0050  
[admin@cicapp.ca](mailto:admin@cicapp.ca)

The Board will set up an Ethics and Complaint Committee consisting of no less than 3 senior members from the CICAPP community, and arrange a meeting with the candidate within 14 days of receipt of the written appeal (which should include the Director's response with recommended solutions and the candidate's objections or comments regarding these solutions.)

The candidate will have an opportunity to make an oral presentation of the appeal at this meeting and to have another person present or have another person make the oral presentation on his/her behalf. This meeting will be summarized in written minutes.

The Committee will provide a written response to the candidate, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the candidate may submit a candidate complaint to the:

Superintendent of Career Colleges  
Ministry of Advanced Education and Skills Development  
77 Wellesley Street West, Box 977  
Toronto, Ontario M7A 1N3

A candidate complaint form for submission to the Superintendent can be found at:  
<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/register.xhtml>