

# Sensorimotor Psychotherapy Institute

## Complaint and Grievance Resolution Protocol

### INTRODUCTION

This protocol is available to students, Trainers, SPI contractors, staff, and community members who wish to raise a concern related to SPI programming, operations, communication, or interpersonal interactions.

Whether the concern involves an individual, a training experience, or the organization as a whole, SPI is committed to addressing it respectfully and thoroughly.

### INFORMAL RESOLUTION (ENCOURAGED WHEN POSSIBLE)

Whenever appropriate, SPI encourages open communication and informal resolution. Individuals are welcome to raise concerns directly with the person or department involved. Many concerns can be resolved quickly through respectful dialogue.

If support is needed or if the issue feels too complex for a direct conversation, individuals may request informal help from a relevant point person (such as a Trainer, a member of the training staff, the Education Department Manager, the Training Director, or the Student Services Director).

### FILING A GRIEVANCE

If the issue cannot be resolved informally, or if a formal process is preferred, a written grievance may be submitted using [SPI's Grievance Form](#).

SPI will acknowledge receipt of formal grievances within 5 business days.

### REVIEW PROCESS

Complaints will be reviewed by appropriate SPI leadership (e.g., Chief Executive Officer, Chief Clinical Officer, Operations Director, Consultation Group, Stewardship Circle), depending on the nature of the concern.

SPI will:

- Request additional information as needed.
- Seek clarification from involved parties or departments.
- Aim to respond within 30 days.

### CONFIDENTIALITY

Grievance information will be handled confidentially and shared only with individuals necessary to address and resolve the concern. Absolute confidentiality cannot be guaranteed when disclosure is required by law or when it is necessary to ensure a professionally and ethically appropriate training environment.

### POSSIBLE OUTCOMES

SPI approaches each concern with care and discernment. The outcomes of any review will vary depending on the nature and context of the issue. While not all concerns will lead to formal changes, SPI is committed to thoughtful consideration and professional response.

Possible outcomes may include (but are not limited to):

- Clarification of expectations or communication.
- Adjustments to processes or logistics.
- Internal review or quality assurance follow-up.
- Mediation or facilitated discussion (where appropriate).
- Referral to external support or advisory channels.
- A determination that no further action is warranted at this time.

All outcomes are determined at the discretion of SPI leadership and may or may not involve direct follow-up with the person who submitted the grievance.

SPI's primary aim in reviewing grievances is to ensure that its operations, programs, and community relationships are aligned with its stated values. These reflect the Institute's commitment to fostering respectful, inclusive, and professionally accountable learning environments. The review process does not serve as a forum for adversarial proceedings or entitlement to a particular result.

## **NON-RETALIATION**

SPI prohibits retaliation against any individual who raises a concern in good faith or who participates in a grievance investigation. If you believe you are experiencing retaliation, you are encouraged to report it through this protocol.

## **FINAL AUTHORITY**

The final decision regarding the resolution of a grievance rests with SPI leadership. SPI leadership's decisions are final and not subject to further appeal within the organization.

For questions about this protocol or assistance submitting a grievance, contact Student Services via [studentservices@sensorimotor.org](mailto:studentservices@sensorimotor.org).