



**Collingwood
Psychotherapy
& Yoga Centre**

Client Grievance & Feedback Policy

1. Purpose & Philosophy

At Collingwood Psychotherapy & Yoga Centre (CPYC), our work is built on presence, integrity, and relational care. We recognize that conflict, mistakes, and misunderstandings are part of real relationships. This policy exists to ensure that all clients have a safe, transparent way to express concerns, and to provide a clear roadmap for how we will work together toward a mutual resolution.

Our goal is always **repair over blame**. We are committed to a process that is relational, transparent, and trauma-informed.

2. How to Share Feedback or a Concern

We welcome all forms of feedback—whether it is a suggestion for improvement or a formal grievance. Clients can initiate this process through the following channels:

- **Directly with your Therapist:** We encourage you to bring your concern directly into your session. We believe that processing these moments can often lead to profound therapeutic growth.
- **Via Email to the Office Manager:** If the concern is administrative or if you prefer not to speak with your therapist directly, please email the CPYC office at info@cpycl.ca.
- **Via Telephone:** You may call the office to speak with the Office Manager or request a call back from the Director. 705 300 2329 Ext.0.

3. Our Commitment to Resolution (Process & Timeline)

Once a concern is raised, we follow a structured, "no-fluff" approach to ensure you feel seen and respected:

1. **Acknowledgment:** We will acknowledge receipt of your concern within **48 business hours**.
2. **Initial Review:** The Office Manager and/or Director will review the information provided. If the grievance involves a specific therapist, they will be consulted as part of our commitment to honesty.
3. **Collaborative Dialogue:** We may invite you to a brief meeting (in-person or virtual) to ensure we fully understand your perspective. You are welcome to have a support person present.
4. **Proposed Resolution:** We aim to propose a mutual resolution within **10 business days** of our initial dialogue. This might include a clinical consultation, a change in therapist, a fee adjustment, or a facilitated repair session.

5. **Final Documentation:** The resolution will be documented in our secure system (Jane for client records and Google Workspace Management area for CPYC employee records) to ensure accountability and transparency and to help us learn collectively.

4. Escalation & Professional Standards

CPYC therapists are bound by the ethical responsibilities and college requirements of their respective professional bodies. If a mutual resolution cannot be reached internally, or if the grievance involves a serious breach of professional standards, clients have the right to contact the appropriate regulatory college.

5. Confidentiality & Non-Retaliation

Raising a concern will never negatively impact your access to care at CPYC. All grievances are handled with the highest level of confidentiality, shared only with those directly involved in the resolution process.

Resource & Document Links

Contact & Internal Links:

- **CPYC Official Website:** <https://cpyc.ca/>
- **Office Email:** info@cpyc.ca
- **Client Booking Portal:** [Jane App Login](#)

Regulatory Bodies:

- **College of Registered Psychotherapists of Ontario (CRPO):** <https://www.crpo.ca/>
- **Ontario College of Social Workers and Social Service Workers (OCSWSSW):** <https://www.ocswssw.org/>
- **International Association of Yoga Therapists (IAYT):** <https://www.iayt.org/>

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