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Ethical Grievance Policy and Procedure (HTP-E-100)

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1. Purpose

This document outlines the process Healing Touch Program (HTP) uses for handling a formal ethical grievance involving a staff member, instructor, mentor, practitioner, or student in which there has been an infraction of the HTP Code of Ethics and/or Scope of Practice.

The HTP Ethics Advisor receives grievances and conducts an initial investigation. When it is determined that a formal case is warranted, a Case Manager is assigned to manage resolution. The overarching goal is to promote and uphold ethical conduct in the practice of Healing Touch and in educational offerings provided by HTP.

The immediate goal is to resolve the complaint in a timely manner. 'Wise speech' in communication is followed. Cases involving grievances which result in recommendations for disciplinary action are managed in consultation with the appropriate HTP personnel.

2. HTP Ethics Personnel & Responsibilities

Ethics Advisor

- Receives the Ethical Grievance Submission Form (HTP-E-200).
- Determines if a grievance can first be addressed by HTP management or if a case needs to be opened.
- Works with the HTP Education Director to address the grievance or opens a case and assigns an Ethics Case Manager to manage it.
- Tracks the case to ensure completion and secure record filing.
- Advises and supports the Case Manager as needed.
- Makes recommendations to HTP as needed.

Ethics Case Manager

- Accepts an ethics case to manage.
- Follows the Ethical Grievance Resolution Process to manage and resolve a case.

3. HTP Ethics Documents

- HTP Ethical Grievance Policy and Procedure (HTP-E-100).
- HTP Ethical Grievance Submission Form (HTP-E-200).
- HTP Respondent Response Form (HTP-E-210).
- HTP Ethical Case Tracking Form (HTP-E-300).
- HTP Disciplinary Policy (HTP-E-400).

4. Process to Report an Ethical Grievance

1. An individual who wants to report a perceived ethical violation against an HTP staff member, instructor, mentor, practitioner, or student is referred to as the Complainant and should follow these steps to submit a formal grievance:
 - 1.1. Visit the HTP website Ethics page <https://discover.healingtouchprogram.com/ethics>.
 - 1.2. Download and read the HTP Ethical Grievance Policy and Procedure (HTP-E-100)
 - 1.3. Download the HTP Ethical Grievance Submission Form (HTP-E-200).
 - 1.4. Complete the HTP-E-200 form and print or save a copy for personal records.
 - 1.5. Email the HTP-E-200 Form to Ethics@HealingTouchProgram.com. The HTP Ethics Case Advisor and Education Director have access to this secure email account.
2. The Ethics Advisor notifies receipt of the grievance report to the individual that submitted it.
3. The Ethics Advisor determines if the grievance is best addressed internally by HTP Management or if a formal case should be opened and assigned to a Case Manager.
4. When it is determined to first try to address the grievance by HTP Management, the HTP Education Director or Instructor Manager is asked to address the complaint. If resolution is not achieved, the Ethics Advisor will be asked to open a case and assign a Case Manager.
5. When a formal case is opened, the Ethical Grievance Resolution Process is followed.

5. Ethical Grievance Resolution Process

1. The Case Manager contacts all involved parties individually to gather information.
2. The Case Manager, Ethics Advisor, and all involved parties agree on a date and time to have a video conference that will be recorded.
3. Wise speech principles will be followed during the video call with the goal of resolving the grievance and brining all involved parties into right relationship.
4. The Case Manager completes the Ethics Case Documentation Form and sends it to all parties. Any recommended disciplinary actions are documented on the form and implemented by the appropriate HTP personnel.

6. Wise Speech Principles

Wise speech involves using language in a way that is truthful, kind, respectful, and beneficial. Wise speech is an essential component of ethical conduct and personal development. It emphasizes the importance of using words responsibly, respecting others, and fostering positive and harmonious relationships. The goal is have more effective communication, reduce conflicts, and promote personal and interpersonal growth. Key aspects are:

Truthfulness: Wise speech involves always speaking the truth. Avoiding falsehoods, lies, and deceit is a fundamental principle. Honesty and integrity in communication are highly valued.

Kindness and Compassion: Wise speech encourages speaking with kindness and compassion. This means avoiding hurtful, harsh, or malicious words. Instead, one should aim to use words that are gentle and considerate of others' feelings.

Beneficial Speech: Speech should serve a purpose and be beneficial to both the speaker and the listener. This can involve sharing information, offering advice, providing comfort, or resolving conflicts in a constructive manner.

Mindful and Thoughtful Communication: Wise speech requires mindfulness and thoughtfulness. It involves taking a moment to consider the consequences and impact of one's words before speaking. Mindful communication helps prevent impulsive or harmful speech.

Avoiding Gossip and Backbiting: Speaking negatively about others, spreading rumors, or engaging in gossip is discouraged in wise speech. Such behavior can be harmful and divisive.

Listening: Effective communication is not just about speaking but also about listening actively and attentively. Wise speech includes being a good listener and giving others the opportunity to express themselves.

Silence: Sometimes, wise speech involves knowing when to remain silent. Silence can be a powerful form of communication, especially when words may not be helpful or necessary.

Avoiding Harsh Language: Harsh language, profanity, and verbal aggression are contrary to wise speech. Using language that is respectful and courteous is more in line with this principle.

Resolving Conflicts: When conflicts arise, wise speech encourages dialogue and negotiation to find solutions. It promotes peaceful and non-confrontational communication.

Self-Reflection: Practicing wise speech often requires self-awareness and self-reflection. Individuals should regularly assess their communication patterns and work on improving their speech.