

<p>HAKOMI INSTITUTE ETHICAL GRIEVANCE PROCESS</p>

Statement of Purpose

We, as members of the Hakomi Institute, take behaving with ethical integrity very seriously and desire to hold ourselves accountable in our response when an ethical complaint is brought against a Hakomi Therapist (CHT), Trainer, Teacher, or Organizer.

We consider ethical behavior to be the right use of power and influence, and as such, to be a lifelong process of engagement in learning about and taking responsibility for one's impact in all relationships, especially those involving different amounts of power such as teacher/student, or therapist/client. Please refer to the Hakomi Code of Ethics.

The goals for Hakomi International Ethics Committee are:

- 1) To maintain integrity in relationships among members of the Hakomi Institute and with the public at large.
- 2) To enhance the Hakomi Method and the professionalism of our colleagues by encouraging a high stand of ethical behavior among Hakomi practitioners that:
 - a. encourages the bringing of complaints to the HIEC to the HIEC by those who believe there are grounds for such;
 - b. protects the confidentiality of all parties; and
 - c. reports on the results of the process periodically to teachers, therapists, assistants, students, and organizers in the Hakomi network.
- 3) To provide a process for responding to ethical complaints and resolving conflicts.
- 4) To hold Certified Hakomi Therapists, Trainers, Teachers, and Organizers accountable for their behavior.
- 5) To do our best to provide education, guidance, advice, and counsel so that unethical behaviors are not repeated.
- 6) To stay alert to current thinking on ethical issues and pass this information on to members of the Hakomi Institute.
- 7) To educate therapists and faculty by making recommendations for further training based on the nature of complaints received.

Hakomi International Ethics Committee

The vehicle created for the purpose of managing ethical complaints is the Hakomi International Ethics Committee (HIEC). This committee has four members, one of whom is not otherwise connected with the Hakomi Institute. The HIEC directs and monitors both the grievance and conflict resolution process, and the educational process in whatever forms these take.

The International Ethics Committee of the Hakomi Institute is empowered to respond to ethical conflicts and complaints brought to its attention. Responses are focused toward compassionate listening, facilitating and supporting clarifying information exchange between the parties, encouraging resolution through personal discussion and/or mediation, and furthering the ethical education and sensitivity of members of the Hakomi Institute to the right and skillful use of power and influence.

Like most small organizations, the Hakomi Institute does not have the staff or financial resources to undertake the kind of formal grievance investigation that is the mandate of state mental health governing bodies. Nothing in the Hakomi Institute complaint resolution process shall prohibit individuals from filing a grievance with their state's mental health grievance body or taking legal action. But since there are conflicting differences in approach between mediation and a lawsuit, we ask that those who use the Hakomi complaint and conflict resolution process, agree to complete this process before filing a state grievance or taking legal action.

HIEC members will do their best to advocate for ethical accountability, communication, resolution, and on-going education in ethics within the Hakomi Institute. While the HIEC is not authorized to determine culpability, the HIEC may recommend removal of Certification, Faculty, or Organizer status to the Hakomi Board of Directors.

Description of the Grievance Process

If you (referred to hereafter as claimant) feel you have been injured the unethical behavior of a member of the Hakomi network (therapist, student, assistant, teacher, trainer, organizer) and have not been able to resolve the issue directly with the person you believe has caused you harm (referred to as respondent), please follow the procedure outlined here.

1. Contact the Hakomi Institute Central Office at 1-888-421-6699 or by email to Hakomihq@aol.com. The Hakomi Administrator will not seek information about the nature of your complaint, but will give you the telephone number of the HIEC member who will be assigned to your case.
2. When you call this HIEC member directly, he or she will listen to your story and talk with you about some options. The HIEC member, whenever possible, will try to ameliorate the impact of the power differential between you and the respondent. Your information will be kept confidential within the committee.
3. At this first stage, your complaint or conflict will be heard and taken seriously and a report detailing your experience will be included confidentially in an annual HIEC report to the Hakomi faculty. This may provide enough resolution for you.

4. If you wish to take further action toward resolution, we will require that the respondent be informed of the nature and details of your complaint, and thus confidentiality will include the respondent from this point on. This communication may, as an example, come through a letter you write to the respondent stating the nature of your complaint or conflict, the context in which it occurred, actions taken thus far to address this issue, what feels unresolved, and your desired outcome. In this information exchange, the HIEC member will serve as intermediary between you and the respondent.
5. If satisfactory resolution doesn't occur through this exchange between you, mediation would be the next step. The HIEC will offer support and whenever possible, recommendations for an appropriate mediator. The cost of mediation is to be negotiated between both parties.
6. Each situation brought to the HIEC contains valuable insights. To make these lessons available on a wider scale, and to facilitate self-correction, the HIEC reports annually to the Hakomi Faculty, the nature of complaints and conflicts received (without names and/or identifying features) for the purpose of the on-going ethics education. All complaints are included (unless you specifically request not to be included) regardless of their outcome.

Approved by the Hakomi Faculty and Board of Directors, 8/04