



**ENSEMBLE, CONTINUONS
DE BRISER LE SILENCE.**

SERVICE STATEMENT

COMPLAINT HANDLING PROCESS



December 16, 2022

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Organization Identification

Prevention and Intervention Centre for Victims of Sexual Aggression(CPIVAS)

CPIVAS's Mission

Fight against sexual aggressions by raising awareness among people living on the Laval territory, particularly survivors of sexual aggressions and their relatives. Our primary mission is to help them through intervention, prevention, awareness raising, and training.

Definitions Within the Framework of this Statement.

A survivor of sexual aggression is anyone who has suffered this type of violence. Sexual violence is defined as an act that is sexual in nature, with or without physical contact, committed by an individual without the consent of the victim or, in some cases, through emotional manipulation or blackmail. It is an act that aims to subject a person to one's own desires through abuse of power, the use of physical strength or constraint, or through implied or expressed threats. Sexual violence is an assault [...], notably to one's physical and psychological integrity and to their safety.

This definition applies regardless of the victim's or their aggressor's age, gender, culture, faith, or sexual orientation, the nature of the sexual act committed, the place or environment in which it took place, and the relationship between the victim and the sexual abuser.

The definition of a survivor of sexual violence, for the purposes of this statement of services, includes the survivor's friends and family.

Services Available to Victims

All our services are strictly confidential.

A person surviving sexual violence can access CPIVAS services by calling 450-669-9053. Within 48 hours, a counsellor will contact the victim to set an appointment and help him or her fill out a request for help form. This form is to direct the victim through our services better and inform him or her of a waiting list for several months.

Intervention

Individual Counselling is aimed at providing support and guidance on a daily basis to explore possible solutions to the various issues experienced by the victim.

It also allows providing help to friends and relatives needing to be supported and made aware of the impacts of sexual violence suffered by the victim, and to understand better what he or she is going through and be in a better position to support him or her.

Individual Psychotherapy Counselling aims to equip the victims better to regain control over their lives.

Appeasement Workshops are designed to help understand, normalize, and alleviate the day-to-day consequences of sexual aggression through a variety of themes. These workshops are available to survivors of sexual aggression residing in Laval. It is important to note that these workshops are NOT group therapy. Thus, we will not address nor will we explore what sexual aggression survivors experienced.

Women's Groups are designed for women who have experienced one or several sexual aggressions and wish to break the silence and experience healthy and equal relationships within a group of women sharing a common experience. Each meeting is facilitated by two professionals, one of the two being a psychotherapist; it focuses on a specific theme; women can talk about their experiences related to that theme and support each other.

This group strengthens the healing process in participants; it allows them to acknowledge the effects of abuse on their personal lives and the survival schemes they acquired, become conscious of their body and emotions, develop an aid and support network and feel empowered again.

Prevention Services

Through the ***Clique sur toi!*** program, we provide services and tools elaborated and designed to prevent sexual violence in young people. This program includes:

- ***Clique sur toi!*** workshops in elementary schools for children in 1st, 3rd, and 5th grade. They aim to provide tools that encourage the development and maintenance of relationships based on respect, well-being and equality.
- The ***Clique sur toi!*** high school workshops encourage teenagers to think about sexual violence and violence in a dating relationship by challenging myths, prejudices, and other false beliefs.
- The ***Clique sur toi!*** webinar is available to parents to raise their awareness about the issues of sexual violence, reassure them on workshop contents their children will attend in school, equip them to receive a disclosure and empower them in their role as trusted adults.
- The ***Clique sur toi!*** awareness-raising capsules for school personnel aim to provide them with information and knowledge related to issues surrounding sexual violence, myths, and prejudices, the notion of consent, reporting in compliance with the Youth Protection Act, and their crucial role as change agents.
- ***Presence & Support*** in schools is a safety net necessary after hosting a *Clique sur toi!* workshop to answer questions from the children, receive a disclosure and orient them to the appropriate local resources.
- The ***Clique sur toi!*** web application fosters the learning of humane and social notions through engaging stories in which the child is the hero or heroine. In line with their development, children will learn about love, friendship, affection, the concept of a bubble, and their limits and rights.

Self-defence classes for women and girls target acquiring knowledge and techniques that will allow them to defend themselves and feel safe in any life situation. They includes mental, verbal, and physical self-defence.

Services That Are Not Provided

CPIVAS does not provide legal defence or representation as a lawyer would, notably in a court of law. We do not provide legal counsel.

Commitment to Victims

CPIVAS is committed to providing:

- Confidential, professional, and respectful services;
- Personalized, quality information;
- Simple procedures and clear information;
- Fair and professional processing of requests received.

Refusal, Suspension, or Termination of Services

CPIVAS reserves the right to refuse, suspend, or terminate services provided in some exceptional circumstances during which a victim has shown disrespectful or unacceptable behaviour. That is also true if such behaviours should go against our obligation to provide a healthy, violence-free, harassment-free– and other similar– work environment or if the needs of the victim exceed our mission, scope, or expertise.

Complaint Mechanism

Scope of Application

The complaints management mechanism applies to all CPIVAS personnel concerned.

Exclusions: Complaints related to the judicial process, challenges to court decisions, or any other matter for which other bodies already provide possible recourses are excluded from this complaints management mechanism.

Guidelines

Accessibility

The quality of the services being one of CPIVAS's core concerns, it is crucial that all victims be able to make a complaint regarding the services received easily.

In doing so, the mechanism and the form are available when contacting the CPIVAS.

Simplicity and Diligence

All victims must be able to easily communicate their dissatisfaction in writing with the assurance that they will receive a well-founded response in clear and precise language without undue delay.

Confidentiality and Impartiality

Any complaint will be addressed with attention and diligence, confidentially and impartially.

The latter will forward any complaint regarding CPIVAS's General Management to the Board of Directors, who will acknowledge receipt within 30 working days of reception.

Communicating a Dissatisfaction

A dissatisfied victim is invited to first communicate –ideally in writing– directly with the person responsible for their dissatisfaction with the details of the situation.

Most dissatisfactions can be resolved quickly and to everyone's satisfaction.

Any employee being the object of a victim's dissatisfaction should discuss it with upper management.

Filing a Complaint

If your dissatisfaction is still unresolved, or if the victim prefers not to contact the employee directly, a complaint can be filed with the General Management using the form to that effect.

Addressing a Complaint

A receipt notification will be sent to the victim, usually within ten workable days, after the General Management receives the complaint.

The complaint will be examined, and the victim will be made aware of proposed or implemented solutions within 60 workable days after the receipt notification is sent.

If the issue is still not resolved as per the victim's satisfaction, he or she may ask the General Manager to forward his or her complaint to the CPIVAS Board of Directors. In turn, they will confirm the reception of the complaint within 30 workable days and deal with the issue speedily.

Contact and Opening Hours

Our administrative offices are open from 8:30 A.M. to 12:00 P.M. And from 1:15 P.M to 5:00 P.M. from Monday to Friday.

You can reach us by phone at: 450 669-9053 or by email at:administration@cpivas.com

Date of Adoption

Adopted on December 16, 2022.

Appendix – Complaint Form

COMPLAINT FORM

To contribute to the continuous improvement of our services, please do not hesitate to share your complaint with us.

We commit to giving it our full attention.

Last Name: _____ First Name: _____

Telephone: _____

Address: _____

Email: _____

Who is the individual against whom you wish to file a complaint?

About what service(s) do you wish to complain about?

<input type="checkbox"/>	Counselling/Helping relationship
<input type="checkbox"/>	Psychotherapy
<input type="checkbox"/>	Appeasement Workshops
<input type="checkbox"/>	Women's Group
<input type="checkbox"/>	Self-defence Classes
<input type="checkbox"/>	Clique sur toi! workshop – Elementary school level
<input type="checkbox"/>	Clique sur toi! workshop – High school level
<input type="checkbox"/>	Clique sur toi! webinar for parents
<input type="checkbox"/>	Clique sur toi! awareness-raising capsules
<input type="checkbox"/>	Presence & Support in schools
<input type="checkbox"/>	Clique sur toi! web application

