Report of oppression experienced in the context of the CSL

Appendix

1. The distinction between a complaint, a report of oppression and a comment of appreciation

Complaint: It is possible to file a complaint in the 90 days following an event. The complaint will be processed by a committee. A meeting will take place with the committee to evaluate the situation. If need be, an investigation can be carried out by the committee. If the complaint is judged admissible by the committee it will then submit its recommendations. The measures to be taken fall under the scope of the coordinator and the board. When misconduct or inappropriate behaviour is noticed or denounced the person(s) targeted by the complaint will be met to assess the situation, identify the possible solutions and put an end to the situation. A verbal notice can then be emitted. If the situation keeps occurring, disciplinary measures can be taken. For more information please see the section on the complaint processing on our website: https://www.solidaritelesbienne.qc.ca/wp-content/uploads/2026/08/Complaints-processing-1-1.pdf

Report of oppression: A report is an alternative option to an official complaint, to allow our participants to let our team know that an oppressive situation took place within our organization. It's an alternative that aims to be less punitive and more geared toward restorative justice and empowerment. It makes space for the variety of needs and give the choice to the person having experienced the oppressive situation to communicate their wishes in connection with the situation. There is no time limit to file a report of oppression.

Comment of appreciation: Following an activity or a service we collect comments made by the participants in order to have their opinion and to ensure that what we do answers the needs of our members.

2. Report process

A. Filing the report

There is four options to file a report : 1. Filling the form in person and handing it over to someone who is part of the team; 2. Leaving the report in the box in the counselling room #1; 3. Filling the form by phone; 4. Filling the form online at : https://tinyurl.com/appendixCSL
It's possible to be accompanied to fill the form or to file the report verbally, do not hesitate to contact us if need be.

B. Treatment

When the report is filed, a committee made up of two employees previously designated receive, read and sort its content in order to ensure anonymity. The report is then brought to a team meeting.

*If you do not wish for the situation to be known by the team please see point number three to learn more about confidentiality.

C. Follow-up

Depending on the needs checked in the form, a follow-up is made with the person(s) concerned. We ensure to be attentive to the needs of the person that filed the report and will not go farther than them.

3. Confidentiality

The report process of a situation of oppression can be anonymous, that means that the identity of the persons concerned will not be revealed. However it cannot be entirely confidential as the objective of the procedure is to bring changes and to put measures in place within the organization in order to avoid oppressive situations. The report then serves as an alarm signal to the organization to enable changes. Please note that the report process remains partially confidential in that the information disclosed will never be shared outside the CSL's team.

If you need help choosing between filing a complaint or a report, please see the decision-making tree on the next page. It can help determine which process best fits your aims between a report of oppression and a complaint.

Decision-making tree: Report or complaint?

Report of oppression

Complaint

IMPORTANT: MAKE SURE TO FOLLOW THE THREE STEPS

Step 1. Do I wish for the process to be confidential?

→ Complaint: I do not want the entirety of the team knowing about the situation

↓ Report of oppression: I wish for the process to remain anonymous but I'm comfortable with the team knowing about the situation.

↓ Report of oppression: I'm comfortable with sharing my name and the one(s) of the person(s) targeted

Step 2. Do I wish to have a meeting regarding with my situation?

Yes →
- Report of oppression: I wish to have a meeting with a counselor to talk about what I've experienced
- and / or
- Report of oppression: I wish to talk about my situation with an administrator or a member of the board
- and / or
- Report of oppression: I wish to have a meeting with the CSL's team to discuss a process of restorative justice regarding this situation

No → Report of oppression: I want to speak out about the situation and for the team to be notified

Step 3. Do I wish for measures to be taken with the person(s) targeted?

No

Yes →
- Report of oppression: I wish for the CSL to meet with the person(s) concerned
- and / or
- Report of oppression: I wish to have a mediation meeting with the person(s) targeted

Complaint: I wish for the situation to be assessed by a committee.
*If the complaint is admitted, the person(s) targeted could receive a notice and, if need be, disciplinary measures could be put in place