

Handling of Complaints and Upholding of the Ethics of Psychoanalysis

The Lacanian School of Psychoanalysis

This process aims to create a symbolic frame for the school and its members to handle complaints of any type.

1- The Complaint

Complaints may relate to lived or observed concerns as well as unsatisfactory or unacceptable situations, whether involving questions of psychoanalytical ethics or not. These complaints may originate from within the membership of the school or from parties external to the school. The complaints concern any member of the school. Any person who wishes to bring a complaint to the attention of the school is a complainant.

2- The Steps

Step 1 – The Complainant

The first attempt(s) to work through any type of complaint should be to address them directly, for instance in one's analysis, with one's advisor, in control analysis, or with the offending individual. Should this direct approach prove unsatisfactory or impossible, the next steps are proposed to *accompany* all parties involved through a clear process. The school supports spaces for speech and upholding the ethics of psychoanalysis.

Step 2 – The Analyst Dyad

If the complainant has exhausted the possibilities of resolving the issue without involving the school, e.g. in analysis, control, with the offending individual, and other avenues, or if it is not possible for them to do so, then they are invited to bring their concern directly to the President and Vice President of LSP. The complainant will meet with the President and Vice President as many times as the parties deem necessary.

If the complainant does not feel comfortable with or trust either the President or Vice President, their concern may be addressed to any other Board member Analyst of the School. The Board may also invite two Analysts of the School who are not Board members.

The Analyst Dyad usually comprises of the President and Vice President of the Board. Since there could be myriad reasons that this is not possible for the President or Vice president, or both, they may be replaced by one or two analyst Board members. If no Board analyst can serve this function, the Analyst Dyad will be selected by the Board among the Analysts of the School.

The Analyst Dyad shall create spaces for speech for all the parties involved, in various formats and as many times as necessary. Ideally, the Analyst Dyad and the parties concerned will work together to reach an acceptable and ethical resolution.

Step 3 – The Board

The Analyst Dyad reports to the Board following a meeting with the parties involved in the complaint.

It is up to the Analyst Dyad to decide if they disclose the identities of the parties involved in the complaint to the Board. There should be a reason for breaking confidentiality.

The Analyst Dyad is responsible for bringing their assessment and recommendations to the Board. The Board may ask the Analyst Dyad to meet again with the parties for additional clarification.

Only the Board can approve of a resolution as presented by the Analyst Dyad. Any resolution needs to be voted by the Board before implementing it.

When the Board votes on a resolution, that decision needs to include a clear path for implementing it, a way to ensure the decision is indeed implemented, and an assessment of the situation until the issue has been resolved.

It is up to the Board to decide to set up an Ethics panel, whether recommended by the Analyst Dyad or not. It may be that the Board, even with the help of the Analyst Dyad, cannot come to a decision to resolve the complaint. The Board may also judge that the severity of the complaint requires the review of an Ethics Panel.

Step 4 – The Ethics Panel

The Ethics Panel is formed by the Board. The complaint points to a serious violation of the ethics of psychoanalysis.

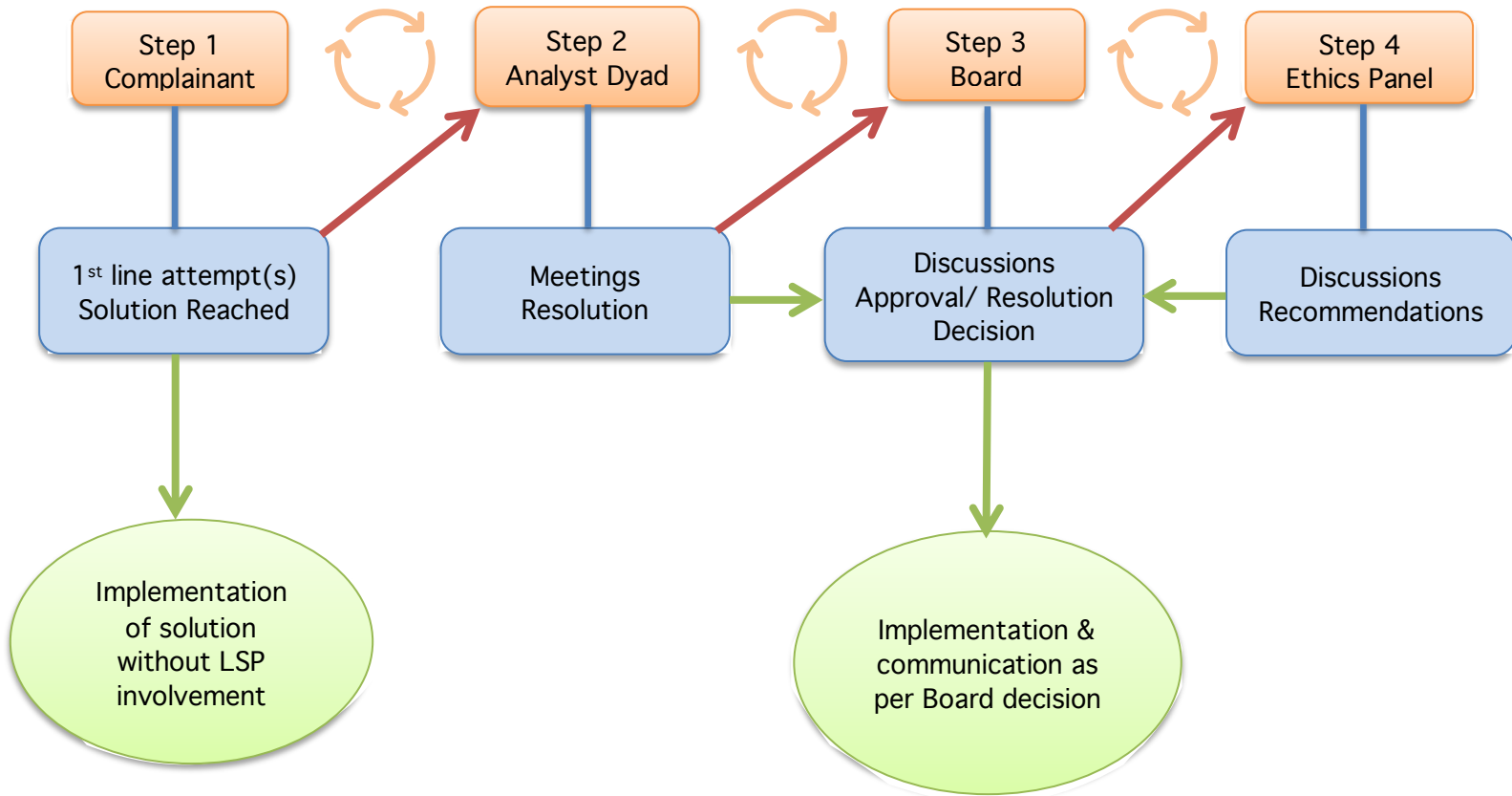
The Ethics Panel will comprise of three Analysts of the School. The Ethics Panel will meet with the complainant(s) as soon as possible and later invite others to come speak with them as they deem necessary. This panel will be explicitly tasked to make recommendations to the Board in order to resolve the complaint; therefore, Board members and Ethics Panel members are expected to jointly discuss the information received in the course of the process.

However, only the Board is responsible to vote on any decision. The Board will share its decision(s) with the parties involved in the complaint before making any announcement, if an announcement is necessary. When the Board votes on a resolution, such decision needs to include a clear path for implementing it, the follow up needed to ensure the decision is indeed implemented, and an assessment of the situation until assurance that the issue has been resolved.

The Board and the Ethics Panel will operate under strict confidentiality.

Should the complaint refer to a school member who has a relationship with a Board member (e.g. personal analysis, control analysis, advisor), or involve a Board member, then the Board member shall recuse themselves from attending any meeting and voting in connection with the complaint. Any Board member who must recuse themselves from a Board meeting or vote in connection with the complaint shall not have access to the minutes of such meeting(s) unless the Board decides otherwise.

COMPLAINTS & ETHICS PROCESS DIAGRAM



Legend

Steps and main actors

Work and speech spaces

Outcome

Yes →

No →