

Procedure for addressing concerns regarding individuals

关于处理个人投诉的规程

The International Leadership Council
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国际领导委员会

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The International Focusing Institute (TIFI) has always operated in a system of trusting its Coordinators, Coordinators in Training (CiTs/CNTs), Certified Focusing Professionals (CFPs/Trainers), the International Leadership Council (ILC), Board, staff and others in leadership roles in the Institute.

国际聚焦协会在运作中，一向十分信任协会成员，包括协调员、受训协调员（CiT / CNT），认证聚焦专职培训师（CFP / 培训师），国际领导委员会成员（ILC），理事会成员，协会工作人员及其他人员，他们在协会中扮演着带领人的角色。

This remains the case as we recognize our responsibility to listen and respond appropriately if a member of the Institute has a concern about an individual and asks us to take action. Those certified or in leadership at TIFI represent the Institute

in the world, and it is therefore important that we be confident in them. They equally must have confidence in the way that the Institute will deal with any concern about them that might arise.

之所以如此是因为我们认识到，如果协会中的一名成员对另一名成员表示不满，并要求我们采取行动，我们有责任倾听并做出恰当的反应。那些全球各地的协会认证人员或领导人是协会的代表，因此我们对他们充满信心是非常重要的，而他们也同样需要相信，协会会恰当处理任何有可能产生的对他们的投诉。

It is our hope that this policy will provide a process that treats all individuals in a Focusing way by honoring the humanity and rights of all, by looking for ways forward which protect individuals and groups, and by maintaining freedom and high ethical standards, all in keeping with applicable laws.

我们希望这项政策将提供一个程序，以聚焦的方式对所有人一视同仁，在与适用法律相一致的前提下，尊重所有人的人性和权利，保持自由和高道德标准，寻找迈向保护个人和群体的途径。

This is the working policy on how The International Focusing Institute will respond when individuals who are members of TIFI contact us with concerns about a Certified Focusing Professional (CFP/Trainer), Coordinator, Coordinator in Training, TIFI staff person, or a member of the Board or ILC.*

这是一个关于国际聚焦协会如何回应的工作政策。用于当协会成员联系我们，对认证聚焦专职培训师（CFP /培训师），协调员、受训协调员（CiT / CNT），协会员工，或国际领导委员会（ILC）以及理事会成员表达不满和投诉时。

Important note: *We recognize the importance of process and interaction above all rules. We know that process and interaction is first, and so this is not to be understood as a rigid set of rules, but a handle: “one way of carrying forward.” We also recommend that those wishing further clarity about our approach read Gendlin's article "Process Ethics and the Political Question." We don't have a "Code of Ethics"; instead we have a process.*

*

Only if the CFP/Trainer is certified through TIFI and has maintained their membership.

重要注意事项：我们认识到过程和互动的重要性高于其他，过程和互动总是第一位的，所以这不该被理解为一个死板的规则，而只是一个把手，“一个向前推进的途径”。同时我们建议那些想进一步明确我们方法的人阅读简德林的文章《过程伦理以及政治问题》。我们并没有“伦理法典”，我们有的只是过程。

Terms used in this document:

ED: Executive Director

ILC: International Leadership Council

TIFI: The International Focusing Institute

TIFI Person: A person in a leadership role at TIFI, about whom another person communicates a concern. This person could be a Certified Focusing Trainer,* Coordinator, Coordinator in Training, Board or ILC member, or Staff person at TIFI

The Concerned: The person who has communicated the concern and requested that TIFI take action

TIFI Contact Person: The person to whom the Concerned first communicates their concern

本文中使用的术语

ED: 执行理事

ILC: 国际领导委员会

TIFI: 国际聚焦协会

TIFI Person: 被投诉人，这个人可能是认证聚焦培训师，协调员，受训协调员，理事会或国际领导委员会成员，或者国际聚焦协会员工。

The Concerned: 投诉人，投诉并要求协会采取行动。

TIFI Contact Person: 协会联系人，投诉人投诉时第一个接待他们的国际聚焦协会人员。

Step 1: Someone communicates a concern to TIFI
Someone (the "Concerned") chooses to contact one member of the International Leadership Council (ILC) or the Executive Director (ED), with a concern about a TIFI Person and indicates that they would like the Institute to take some action about their concern. The ED or ILC member will be referred to as the "TIFI Contact Person." Note that if the concern is about a member of the ILC then that member of the ILC will recuse himself or herself, and if the concern is about the ED she will recuse herself.

步骤 1: 某人向国际聚焦协会投诉

某人（投诉人）决定向一位国际领导委员会成员或者执行理事投诉某位协会成员，并希望协会对他们的投诉作出反应。这位执行理事或国际领导委员会成员被称为“协会联系人”。注意，如果这个投诉针对的是一名国际领导委员会成员，那么他/她将自行回避，如果投诉针对的是执行理事，她也将自行回避。

Step 2: The TIFI Contact Person will respond to the Concerned within a week to acknowledge that the concern has been received and perhaps to have an initial conversation. We anticipate that the complaints will fall within the following three categories, each requiring a different response.

步骤 2: 协会联系人将在一周内回应投诉人，确认已收到投诉，并且可能会有一个初始会谈。我们预计投诉将分为以下三类，每一类都会需要不同的回应方式。

A) Personal Conflict which calls for mediation:

If the TIFI Contact Person deems that it is primarily a personal conflict between two

individuals and does *not* warrant an institutional response, then the TIFI Contact Person will make reasonable efforts to help the individual to find an appropriate mediator.

A) 需要调解的个人矛盾：

如果协会联系人相信这主要是两人的个人矛盾，并不需要一个协会的回应，那么协会联系人将会尽力帮他们找到一个合适的调解人。

B) Issue which calls for an institutional response:

This process happens if the concern is judged to be serious enough to warrant an institutional response, but is not so serious as to require a crisis response. This determination might be made because of the strength of the Concerned's feelings, or because of the nature of the concern, or for any other reason. In this case, we will proceed as follows:

B) 需要协会作出反应的问题：

如果投诉的问题比较严重，须由协会作出反应，但又没有严重到需要危机干预的程度时，这个过程将会启动。作出这一决定有可能是因为投诉人

情绪强烈，或者投诉的性质以及其他原因。在这样的情况下，我们将以如下步骤进行。

The TIFI Contact Person will explain the situation to the ILC

The need for confidentiality will be balanced with the need for details. The ILC will determine which of its members can act as a "Listening Resource" by having a "Listening Conversation," usually on Skype or Zoom, with the Concerned. In close cooperation with the Concerned, it will be decided whether it is appropriate for the ED to be present, and/or to invite another trusted member of the Focusing community to take part. The TIFI Contact Person will check with the Concerned to be sure that this will feel to them like a wise and supportive group. The Concerned might wish to include a friend in the conversation as a support person.

协会联系人向协会说明情况

对保密性的要求将与对细节的了解保持平衡。国际领导委员会将会确定哪些成员可以在“倾听会谈”中扮演“倾听资源”，通常会谈通过 **Skype** 或者

Zoom 进行。在与投诉人的密切合作下，决定执行理事是否适合出席，并且/或者邀请另一位值得信赖的聚焦社团成员参加。协会联系人将会与投诉人核实，以确保他们感到这是一个明智并具支持性的团体。投诉人也可能希望邀请一位他/她的朋友参加对话以作为支持。

During this process, the members of the ILC and the ED will be conscious that the TIFI Person is not necessarily at fault. The greatest care will be given to being mindful of the rights of the TIFI Person as well as the rights of the Concerned. Normally, at this point in the process, the Institute is simply giving the Concerned a chance to be heard. It is not necessary at this early stage to tell the TIFI Person that there is a concern about them, as it is still possible that the Concerned will be satisfied with simply being heard. It is possible that their concern need go no further than the Listening Conversation.

在这个过程中，国际领导委员会成员和执行理事需要意识到，被投诉人未必有过错，特别值得注

意的是对被投诉人和投诉人的各自权利都报以同样的关注。通常，在过程中的这个点上，协会只是简单地给予投诉人一次被倾听的机会。在这个初始阶段，没有必要告诉被投诉人有关该投诉的事情，因为很可能投诉人在被倾听之后已然感到满意，很可能他们的投诉只需要来到倾听会谈的阶段。

Note that if TIFI offers a Listening Conversation and doesn't hear back from the Concerned within two weeks, the TIFI Contact Person will reach out again. If the Concerned has not followed up to schedule the Listening Conversation with us within one month of the initial offer to meet, we will conclude that they have re-thought their concern and we will consider the matter closed.

请注意，如果协会愿意提供一次倾听会谈，但是两周内都没有收到投诉人的回复，那么协会联系人将再一次联系投诉人。如果投诉人没有在最初提出邀请的一个月内跟进安排这次谈话，我们将

认为投诉人已经重新考虑他们的投诉，这次投诉结束。

If the Concerned *does* respond within a month, then within a week the TIFI Contact Person will arrange a mutually acceptable time for the Listening Conversation. Normally, the TIFI Person is not a part of the Listening Conversation, but could be if it is determined by all to be the best course of action.

如果投诉人在一个月內作出回应，那么在一周之內，协会联系人将会在双方都合适的时间安排一次倾听会谈。通常情况下，协会联系人并不参与倾听会谈，除非所有人都认为联系人最好也参加会谈。

A Listening Conversation

Those chosen to participate in the Listening Conversation will listen to the Concerned in a Focusing way, and seek a next right step. Normally, the Institute will encourage the Concerned to try to resolve the concern directly with the TIFI Person. For this reason, it will often

be suggested that one or two representatives of TIFI can meet together with the Concerned and the TIFI Person.

倾听会谈

那些被选中参加倾听会谈的人将以聚焦的方式来倾听投诉，以寻找合适的下一步。一般而言，协会会鼓励投诉人试着直接与被投诉人一起解决问题。因此，如果他们会面，协会将建议一至两名协会代表一起出席。

If agreed upon during the Listening Conversation, the appropriate person (decided upon during the Listening Conversation) reaches out to the TIFI Person, in order to engage in a mediated conversation. The TIFI Person might also want or need a Listening Conversation, and if so, one will be arranged.

如果在倾听会谈中达成一致，一名合适的人（在会谈中决定）将会联系被投诉人，以便促成一次调解会谈。被投诉人可能也想或者需要一次倾听会谈，如果需要的话，就安排一次。

Further steps as warranted:

After the listening process, the next steps will depend on the whole of the situation. The goal will be to act at all times in an ethical, compassionate and Focusing manner, within the requirements of law.

有必要采取的进一步措施：

在倾听程序之后，接下来的步骤取决于整个具体情况。目标是整个过程都在法律要求范围内，以道德的，共情的，聚焦的态度进行。

At any point, if it is determined that there is reason for grave concern, the matter will be brought to the attention of the Board.

无论如何，如果确认投诉非常严重，则该事项将提请理事会关注。

C) Issue which calls for a crisis response:

If the TIFI Contact Person determines that this is a very serious issue which requires immediate action (normally because it is a credible concern about very unethical or even criminal behavior), the Contact

Person will speak with the ED, the Board and/or the International Leadership Council (as appropriate), and a crisis response will ensue. Since the Board has the legal responsibility for the Institute, it is the Board and not the ILC which should address this category of issue.

C) 需要采取危机干预方式的问题：

如果协会联系人确定这是一个非常严重的问题，需要立刻采取行动（通常是因为这个可信的投诉涉及不道德甚至是犯罪的行为），协会联系人将向执行理事、理事会和/或国际领导委员会（视情况而定）汇报，危机干预随之启动。由于理事会承担协会的法律责任，因此将由理事会而非国际领导委员会来着手处理此类问题。