

CANFORGEN 099/24 CPCC 013/24 111847Z JUL 24
REPEAL OF THE DUTY TO REPORT REGULATIONS

UNCLASSIFIED

REFS: A. [CANADIAN HUMAN RIGHTS ACT](#), PART I, SECTION 3
B. [NATIONAL DEFENCE ACT](#), SECTION 12(2)
C. [NATIONAL DEFENCE ACT, PART III](#) CODE OF SERVICE DISCIPLINE
D. [QR AND O VOLUME 1, CHAPTER 4](#) DUTIES AND RESPONSIBILITIES OF OFFICERS, ARTICLE 4.02
E. [QR AND O VOLUME 1, CHAPTER 5](#) DUTIES AND RESPONSIBILITIES OF NON-COMMISSIONED MEMBERS, ARTICLE 5.01
F. [QR AND O VOLUME 1, CHAPTER 19](#) CONDUCT AND DISCIPLINE, ARTICLE 19.15
G. [QR AND O VOLUME 2, CHAPTER 102](#) INVESTIGATION AND LAYING OF CHARGES, ARTICLE 102.02
H. THE CODE OF CONDUCT FOR CANADIAN FORCES PERSONNEL, RULE 11
I. [DAOD 5016-0](#), STANDARDS OF CIVILIAN CONDUCT AND DISCIPLINE
J. [DAOD 5019-0](#), CONDUCT AND PERFORMANCE DEFICIENCIES
K. [DAOD 5019-1](#), PERSONAL RELATIONSHIPS AND FRATERNIZATION
L. [DAOD 9005-1](#), SEXUAL MISCONDUCT RESPONSE, SECTION 5
M. [CF MIL PERS INSTRUCTION 01/20](#) HATEFUL CONDUCT, PARAGRAPH 7.1
N. [CDS DIRECTIVE FOR THE TERMINATION OF OPERATION HONOUR](#)
O. [DND AND CF CODE OF VALUES AND ETHICS](#)
P. [CAF ETHOS](#): TRUSTED TO SERVE
Q. [DUTY WITH HONOUR](#): THE PROFESSION OF ARMS IN CANADA
SUBJ: QUEEN S REGULATIONS AND ORDERS 4.02(1)(E), 4.02(2), AND 5.01(E)
REPEALED ON JUNE 30, 2024 (QUOTE DUTY TO REPORT UNQUOTE)

1. THE PURPOSE OF THIS MESSAGE IS TO NOTIFY PERSONNEL THAT EFFECTIVE JUNE 30, 2024, THE MINISTER OF NATIONAL DEFENCE APPROVED THE FULL REPEAL OF THE DUTY TO REPORT (DTR) REGULATIONS SET OUT IN QUEEN S REGULATIONS AND ORDERS (QR AND O) ARTICLES 4.02(1)(E), 4.02(2), AND 5.01(E), AND TO PROVIDE DIRECTION AND GUIDANCE TO THE MEMBERS OF THE CANADIAN ARMED FORCES (CAF) AS TO MY EXPECTATIONS REGARDING REPORTING OF MISCONDUCT.
2. AFTER EXTENSIVE CONSULTATIONS WITH SUBJECT MATTER EXPERTS AND DEFENCE STAKEHOLDERS, THE DEPARTMENT OF NATIONAL DEFENCE AND THE CANADIAN ARMED FORCES (DND/CAF) IS REPEALING THE DTR AS PER RECOMMENDATION 11 OF THE INDEPENDENT EXTERNAL COMPREHENSIVE REVIEW (IECR).
3. THE DTR REGULATIONS REQUIRED OFFICERS AND NON-COMMISSIONED MEMBERS (NCMS) TO REPORT TO THE PROPER AUTHORITY ANY INFRINGEMENT OF PERTINENT STATUTES, REGULATIONS, RULES, ORDERS, AND INSTRUCTIONS GOVERNING THE CONDUCT OF ANY PERSON SUBJECT TO THE CODE OF SERVICE DISCIPLINE (CSD).
4. HISTORICALLY, THE DTR REGULATIONS AIMED AT PROMOTING DISCIPLINE, EFFICIENCY, AND MORALE WITHIN THE CAF. HOWEVER, FOR MANY YEARS, IT HAS BEEN SUBJECT TO A GREAT DEAL OF SCRUTINY AND NUMEROUS

CALLS FOR CHANGE. THE DTR WAS NOT SPECIFIC TO SEXUAL MISCONDUCT, BUT IT WAS CRITICIZED HEAVILY IN THAT CONTEXT.

5. RECOMMENDATION 11 OF THE IECR STATED: QUOTE ARTICLE 5 OF THE DAOD 9005-1 SHOULD BE REMOVED AND QR AND O 4.02 (FOR OFFICERS) AND 5.01 (FOR NCMS) SHOULD BE AMENDED TO EXEMPT SEXUAL MISCONDUCT FROM ITS APPLICATION. CONSIDERATION SHOULD BE GIVEN TO ABOLISHING THE DTR FOR ALL INFRACTIONS UNDER THE CSD.UNQUOTE.
6. THE REPEAL IN NO WAY PROHIBITS REPORTING BUT RATHER ENCOURAGES MEMBERS TO CONSIDER THE NEEDS OF THE VICTIM OR AFFECTED PERSON BEFORE DOING SO WHILE USING A TRAUMA-INFORMED APPROACH.
7. A TRAUMA-INFORMED APPROACH IS A WAY OF INTERACTING WITH INDIVIDUALS THAT ACKNOWLEDGES THE IMPACT(S) OF TRAUMA AND AIMS TO AVOID RE-TRAUMATIZATION. IT INVOLVES ADOPTING A CONFIDENTIAL, PERSON-CENTERED APPROACH, BELIEVING THE INDIVIDUAL'S DISCLOSURES, AND HONOURING THE INTERSECTIONAL CONSIDERATIONS THAT SHAPE THEIR RESPONSES TO TRAUMA, INCLUDING VALUES, TRADITIONS, CULTURES, GENDER, AND OTHER FACTORS. A TRAUMA-INFORMED APPROACH AIMS TO REDUCE FEELINGS OF POWERLESSNESS BY ACKNOWLEDGING THE COMPOUNDING EFFECTS OF TRAUMA. IT PRIORITIZES PSYCHOLOGICAL SAFETY AND CONNECTION TO SUPPORT SYSTEMS. THIS APPROACH ALSO OFFERS COMFORT, VALIDATION, AND ACKNOWLEDGMENT OF THE TRAUMA, AS WELL AS THE PAIN AND CHALLENGES ASSOCIATED WITH IT.
8. THE REPEAL IS AN IMPORTANT STEP IN RESTORING RELATIONSHIPS BETWEEN THE INSTITUTION AND MEMBERS WHO HAVE BEEN HARMED BY SEXUAL ASSAULT AND OTHER CRIMES OF A SEXUAL NATURE, HARASSMENT OF A SEXUAL NATURE, OR DISCRIMINATION BASED ON SEX, GENDER, GENDER IDENTITY OR EXPRESSION, OR SEXUAL ORIENTATION.
9. THE REPEAL OF THE DTR REGULATIONS APPLIES TO ALL FORMS OF MISCONDUCT OR SERVICE INFRACTIONS AND NOT SOLELY SEXUAL MISCONDUCT. AS INDICATED IN IECR, THERE IS NO EVIDENCE DEMONSTRATING THAT THE DTR REGULATIONS CONTRIBUTED TO CONSISTENT REPORTING OF WRONGDOING, PARTICULARLY IN THE CONTEXT OF SEXUAL MISCONDUCT. THE CHIEF, PROFESSIONAL CONDUCT AND CULTURE (CPCC) ORGANIZATION'S ANALYSIS FOUND NO EVIDENCE TO SUPPORT THE CONTRARY AND, AS SUCH, A FULL REPEAL OF THE DTR REGULATIONS WAS PURSUED.
10. THE REPEAL AND ITS RESULTING CHANGES INTEND TO HELP DND/CAF MOVE AWAY FROM A ONE-SIZE-FITS-ALL APPROACH TO REPORTING MISCONDUCT AND PROVIDES AN OPPORTUNITY TO PURSUE ALTERNATIVE REPORTING OPTIONS. SUCH OPTIONS WILL ALLOW FOR APPROACHES TO REPORTING THAT ARE CONTEXTUALLY SPECIFIC, RESPONSIVE, EVIDENCE-INFORMED, AND TRAUMA-INFORMED, WITH THE GOAL OF SUPPORTING CONSISTENCY, OPTIMIZING OUTCOMES, AND REBUILDING TRUST.

11. IN KEEPING WITH THE PRINCIPLES SET OUT IN THE DND/CF CODE OF VALUES AND ETHICS, CAF MEMBERS CONTINUE TO BE ENCOURAGED TO BRING INFRINGEMENTS TO THE ATTENTION OF THEIR CHAIN OF COMMAND (COC), ESPECIALLY WHEN THERE IS NO VICTIM OR AFFECTED PERSON TO CONSIDER. WHERE THERE IS A VICTIM OR AFFECTED PERSON, THEY ARE STRONGLY URGED TO CONSIDER THE VICTIM OR AFFECTED PERSON'S VIEWS.
12. THE DIRECTION AND GUIDANCE SET OUT IN THIS CANFORGEN SUPERSEDES ALL OTHER CANFORGENS AND POLICY DIRECTION WHICH MAY REFER TO THE DTR SET OUT IN (QR AND O) ARTICLES 4.02(1)(E), 4.02(2), AND 5.01(E).
13. ALL MEMBERS SHALL CONTINUE TO REPORT IN THE FOLLOWING CIRCUMSTANCES:
 - a. WHEN THERE ARE REASONS TO BELIEVE THAT AN INDIVIDUAL MAY POSE A THREAT TO THEMSELVES OR OTHERS
 - b. WHEN THERE IS INDICATION OF ABUSE OF A CHILD OR VULNERABLE PERSON
 - c. WHEN THERE IS KNOWLEDGE OF A BREACH OF TRUST, FRAUD OR OTHER FINANCIAL CRIME ASSOCIATED WITH PUBLIC FUNDS AND
 - d. WHEN THEY BECOME AWARE OF A POTENTIAL BREACH OF THE LAW OF ARMED CONFLICT (LOAC)
14. THE ABOVE-NOTED REPORTING OBLIGATIONS ARE CONSISTENT WITH APPLICABLE CANADIAN AND INTERNATIONAL LAW. THE SPECIFIC OBLIGATION TO REPORT BREACHES OF LOAC IS ALSO FOUND AT RULE 11 OF THE CAF CODE OF CONDUCT (REF H). CAF MEMBERS ARE REMINDED THAT THEY MAY HAVE ADDITIONAL REPORTING OBLIGATIONS, UNDER CANADIAN LAW, OR WHERE DIRECTED BY THE CHAIN OF COMMAND.
15. WHERE THERE IS A VICTIM OR AFFECTED PERSON, MEMBERS ARE TO CONSIDER THE SAFETY, SECURITY, AND AGENCY OF THE VICTIM OR AFFECTED PERSON AND REPORTING PARTY BEFORE DECIDING WHETHER TO REPORT. IN ALL CASES, WHERE A MEMBER DECIDES TO REPORT, QR AND O 19.15 PROHIBITS REPRISALS AGAINST THOSE WHO REPORT IN GOOD FAITH.
16. THE FOLLOWING ARE EXAMPLES OF FACTORS THAT SHOULD NOT BE CONSIDERED WHEN A CAF MEMBER DECIDES WHETHER TO MAKE A REPORT:
 - a. THE POSSIBLE EFFECT OF THEIR DECISION ON THE PERSONAL OR PROFESSIONAL CIRCUMSTANCES OF THE ALLEGED PERPETRATOR TO CONDUCT REPREHENSIBLE ACTIVITIES, REGARDLESS OF THEIR RANK OR POSITION
 - b. ANY CONSIDERATION BASED ON A PROHIBITED GROUND OF DISCRIMINATION UNDER SECTION 3 OF THE CANADIAN HUMAN RIGHTS ACT
 - c. PERSONAL OPINIONS ABOUT ANY OF THE PARTIES INVOLVED AND

- d. POSSIBLE OR PERCEIVED POLITICAL ADVANTAGE OR DISADVANTAGE TO THE GOVERNMENT OF CANADA, THE DND/CAF, OR ANY POLITICAL GROUP OR PARTY
- 17. VICTIMS AND AFFECTED PERSONS MAY ELECT TO DISCLOSE TO A CAF MEMBER, THEIR COC, A CHAPLAIN, OR TO A MEDICAL PROFESSIONAL (THIS LIST IS NOT EXHAUSTIVE) THAT THEY HAVE EXPERIENCED HATEFUL CONDUCT, A CONDUCT DEFICIENCY, HARASSMENT, AND/OR A CRIME. VICTIMS AND AFFECTED PERSONS MAY COME FORWARD WITH THIS DISCLOSURE TO RECEIVE SUPPORT, SERVICES, RESOURCES, AND UNDERSTANDING. A FORMAL REPORT IS NOT NECESSARY TO RECEIVE SUPPORT.
- 18. VICTIMS AND AFFECTED PERSONS ARE REMINDED THAT INCIDENTS OF HATEFUL CONDUCT, CONDUCT DEFICIENCIES OF A SEXUAL NATURE, HARASSMENT OF A SEXUAL NATURE, AND CRIMES OF A SEXUAL NATURE CAN BE REPORTED AT ANY TIME REGARDLESS OF WHEN THE INCIDENT TOOK PLACE.
- 19. INCIDENTS THAT ARE REPORTED TO THE COC, A CAF MEMBER, OR DEFENCE TEAM MEMBER MUST BE ENTERED IN THE HATEFUL CONDUCT INCIDENT TRACKING SYSTEM (HCITS) AND THE SEXUAL MISCONDUCT INCIDENT TRACKING SYSTEM (SMITS) WITHIN TWO BUSINESS DAYS.
- 20. HCITS AND SMITS ARE CENTRALIZED DATABASES FOR CAF UNITS TO RECORD AND TRACK INCIDENTS OF HATEFUL CONDUCT AND CONDUCT DEFICIENCIES OF A SEXUAL NATURE, HARASSMENT OF A SEXUAL NATURE, AND CRIMES OF A SEXUAL NATURE, AS WELL AS THEIR OUTCOMES FOR AGGREGATE REPORTING AND ANALYSIS.
- 21. ALL LIS MUST ENSURE THAT THEIR SUBORDINATE UNITS RECORD ALL INCIDENTS REPORTED TO THE UNIT COC WITHIN TWO BUSINESS DAYS AND FOLLOW UP WITH UPDATES OF THE CASES AS NEW INFORMATION BECOMES AVAILABLE.
- 22. THE DISCLOSURE OR TRACKING OF INCIDENTS, IN MOST INSTANCES, MAY NOT IMMEDIATELY TRIGGER THE LAUNCH OF AN INVESTIGATION OR CAUSE ONE TO COMMENCE.
- 23. QR AND O ARTICLE 102.02 REMAINS IN EFFECT. IF AN APPROPRIATE AUTHORITY IN THE MILITARY JUSTICE SYSTEM (MJS) (E.G., MEMBER OF THE MILITARY POLICE INCLUDING CANADIAN FORCES NATIONAL INVESTIGATION SERVICE (CFNIS), AN OFFICER, OR ANOTHER MEMBER OF THE COC WHO ORDINARILY DEALS WITH MATTERS OF DISCIPLINE) RECEIVES A COMPLAINT OR HAS OTHER REASONS TO BELIEVE THAT A SERVICE OFFENCE OR A SERVICE INFRACTION HAS BEEN COMMITTED, THE AUTHORITY MUST CAUSE AN INVESTIGATION TO BE CONDUCTED AS SOON AS CIRCUMSTANCES PERMIT TO DETERMINE WHETHER THERE ARE SUFFICIENT GROUNDS TO LAY A CHARGE.
- 24. WHEN THE INFORMATION ABOUT AN ALLEGED SERVICE OFFENCE, SERVICE INFRACTION, HATEFUL CONDUCT, CONDUCT DEFICIENCY OF A SEXUAL NATURE, HARASSMENT OF A SEXUAL NATURE, OR CRIME OF A SEXUAL NATURE, IS CONVEYED TO THE APPROPRIATE AUTHORITY, WHETHER BY

THE VICTIM OR SOMEONE OTHER THAN THE VICTIM OR AFFECTED PERSON, THE APPROPRIATE AUTHORITY, IN DETERMINING WHEN THE CIRCUMSTANCES WOULD PERMIT AN INVESTIGATION TO BE CAUSED, SHALL SOLICIT AND STRONGLY CONSIDER THE VIEWS OF THE VICTIM. IF IT IS NOT POSSIBLE TO SOLICIT THE VIEW OF THE VICTIM, THE EFFORTS MADE AND REASONS FOR THE INABILITY TO SOLICIT THE VIEWS SHALL BE DOCUMENTED. OF NOTE, SECTION 71.1 OF THE NATIONAL DEFENCE ACT (NDA) ESTABLISHES THAT EVERY VICTIM HAS THE RIGHT TO CONVEY THEIR VIEWS ABOUT DECISIONS TO BE MADE BY APPROPRIATE AUTHORITIES IN THE MJS THAT AFFECT THE VICTIM S RIGHTS, AND TO HAVE THOSE VIEWS CONSIDERED.

25. IF THE APPROPRIATE AUTHORITY IN THE MJS BELIEVES THAT THE SERVICE OFFENCE OR SERVICE INFRACTION WAS COMMITTED AGAINST A PERSON OR THAT A PERSON MAY HAVE SUFFERED PHYSICAL OR EMOTIONAL HARM, PROPERTY DAMAGE, OR ECONOMIC LOSS AS A RESULT OF THE ALLEGED COMMISSION OF THE OFFENCE OR INFRACTION, THE AUTHORITY MUST OBTAIN ADVICE FROM THEIR LEGAL ADVISOR BEFORE CAUSING THE INVESTIGATION TO BE CONDUCTED. AN ETHICAL AND TRAUMA-INFORMED APPROACH SHALL BE ADOPTED.
26. IN KEEPING WITH PROFESSIONAL MILITARY VALUES, LEADERS AND THE COC HAVE A RESPONSIBILITY TO UPHOLD STANDARDS OF PROFESSIONAL AND ETHICAL CONDUCT BY LEADING BY EXAMPLE.
27. THERE ARE MANY EXISTING TOOLS DESIGNED TO HELP CAF MEMBERS MAKE DECISIONS THAT ARE IN LINE WITH THE CAF S EXPECTED STANDARDS OF CONDUCT AND HIGH ETHICAL STANDARDS. THESE TOOLS INCLUDE: THE CAF ETHOS: TRUSTED TO SERVE, THE DND AND CANADIAN FORCES CODE OF VALUES AND ETHICS, AND THE CSD (THIS LIST IS NON-EXHAUSTIVE).
28. THESE TOOLS PROMOTE THE WELFARE, EFFICIENCY, GOOD ORDER, AND DISCIPLINE OF ALL CAF MEMBERS ON BEHALF OF THE INSTITUTION. CAF MEMBERS ARE EXPECTED TO BE AWARE OF AND RETURN TO THE ABOVE-MENTIONED TOOLS, COMPLYING WITH THEM AND SOCIALIZING THEM AMONGST MEMBERS, ESPECIALLY WHEN FACED WITH CHALLENGING SITUATIONS AND DECISIONS.
29. THE CAF REMAINS COMMITTED TO SUPPORTING ITS MEMBERS. CAF MEMBERS HAVE AN ETHICAL RESPONSIBILITY TO SUPPORT AND RESPOND TO FELLOW MEMBERS WHO DISCLOSE OR REPORT MISCONDUCT. COMMANDERS MUST ENSURE THEIR SUBORDINATES ARE FAMILIAR WITH CAF SUPPORT MECHANISMS AND KEY LOCAL RESOURCES FOR VICTIMS AND AFFECTED PERSONS.
30. THE DECLARATION OF VICTIMS RIGHTS (DVR) ESTABLISHED RIGHTS FOR VICTIMS OF SERVICE OFFENCES MORE BROADLY WITHIN THE MJS. THE DVR GIVES VICTIMS RIGHTS TO INFORMATION, PROTECTION, PARTICIPATION, AND RESTITUTION. FOR MORE INFORMATION, VISIT THE VICTIMS OF SERVICE OFFENCES PAGE ([HYPERLINK FOR QUOTE VICTIMS OF SERVICES OFFENCE PAGE](#))

UNQUOTE: [HTTPS://WWW.CANADA.CA/EN/DEPARTMENT-NATIONAL-DEFENCE/SERVICES/BENEFITS-MILITARY/LEGAL-SERVICES/VICTIM-SERVICE-OFFENCE.HTML](https://www.canada.ca/en/department-national-defence/services/benefits-military/legal-services/victim-service-offence.html)). FOR INFORMATION ON HOW SERVICE OFFENCES ARE CHARGED, DEALT WITH, AND TRIED UNDER THE CSD, VICTIMS OF SERVICE OFFENCES CAN REQUEST THE ASSISTANCE OF A VICTIM S LIAISON OFFICER (HYPERLINK FOR QUOTE VICTIM S LIAISON OFFICER UNQUOTE: [HTTPS://WWW.CANADA.CA/EN/DEPARTMENT-NATIONAL-DEFENCE/SERVICES/BENEFITS-MILITARY/LEGAL-SERVICES/VICTIM-SERVICE-OFFENCE/VICTIM-LIAISON-OFFICER.HTML](https://www.canada.ca/en/department-national-defence/services/benefits-military/legal-services/victim-service-offence/victim-liaison-officer.html)).

31. MEMBERS OF THE CAF, COC, OR A DND PUBLIC SERVICE EXECUTIVE OR MANAGER LOOKING FOR GUIDANCE, SUPPORT, AND INFORMATION ON HOW TO ADDRESS SEXUAL AND GENDER-BASED VIOLENCE IN THE WORKPLACE AND SUPPORT INDIVIDUALS, FAMILIES, UNITS, AND TEAMS, MAY CALL THE SEXUAL MISCONDUCT SUPPORT AND RESOURCE CENTRE (HYPERLINK FOR QUOTE SEXUAL MISCONDUCT SUPPORT AND RESOURCE CENTRE UNQUOTE: [HTTPS://WWW.CANADA.CA/EN/DEPARTMENT-NATIONAL-DEFENCE/SERVICES/CONTACT-US/SEXUAL-MISCONDUCT-RESPONSE-CENTRE.HTML](https://www.canada.ca/en/department-national-defence/services/contact-us/sexual-misconduct-response-centre.html)) (SMSRC) 24/7 TOLL-FREE NUMBER: 1-844-750-1648.
32. THE SMSRC PROVIDES INFORMATION AND CONFIDENTIAL SUPPORT SERVICES FOR CURRENTLY SERVING AND FORMER CAF MEMBERS, NATIONAL DEFENCE PUBLIC SERVICE EMPLOYEES, CADETS, JUNIOR CANADIAN RANGERS, AND FAMILY MEMBERS OF THE WIDER DEFENCE COMMUNITY AFFECTED BY SEXUAL MISCONDUCT OR ARE SUPPORTING A LOVED ONE WHO IS DIRECTLY AFFECTED. THESE SERVICES ARE CURRENTLY AVAILABLE TO THOSE WHO ARE 16 YEARS OF AGE AND OLDER.
33. IF YOU HAVE A COMPLAINT CONCERNING SEXUAL HARASSMENT OR DISCRIMINATION ON THE BASIS OF SEX, YOU MAY FILE A COMPLAINT DIRECTLY WITH THE CANADIAN HUMAN RIGHTS COMMISSION (CHRC) BY COMPLETING THE CHRC S ONLINE COMPLAINT FORM (HYPERLINK FOR QUOTE ONLINE COMPLAINT FORM UNQUOTE: [HTTPS://WWW.CHRC-CCDP.GC.CA/EN/COMPLAINTS/MAKE-A-COMPLAINT](https://www.chrc-ccdp.gc.ca/en/complaints/make-a-complaint)).
34. FOR INFORMATION AND SUPPORT ON RECOURSE OPTIONS RELATED TO HARASSMENT PREVENTION, HUMAN RIGHTS AND DIVERSITY COMPLAINTS, CAF GRIEVANCE AUTHORITY, OR ALTERNATIVE DISPUTE RESOLUTION, PLEASE CONTACT THE CONFLICT SOLUTIONS AND SERVICES (HYPERLINK FOR QUOTE CONFLICT SOLUTIONS AND SERVICES UNQUOTE: [HTTPS://WWW.CANADA.CA/EN/DEPARTMENT-NATIONAL-DEFENCE/SERVICES/BENEFITS-MILITARY/CONFLICT-MISCONDUCT/CONFLICT-SOLUTIONS-SERVICES/CENTRES.HTML](https://www.canada.ca/en/department-national-defence/services/benefits-military/conflict-misconduct/conflict-solutions-services/centres.html)).
35. FOR ANY AND ALL INFORMATION ON COMPLAINTS AND GRIEVANCES IN THE CAF OR HELP WITH FINDING A RESOLUTION METHOD THAT IS BEST SUITED FOR ANY SITUATION, CONTACT THE CSS CONFLICT AND COMPLAINT MANAGEMENT SERVICES CENTRE (HYPERLINK FOR QUOTE CONFLICT AND COMPLAINT MANAGEMENT SERVICES CENTRE

UNQUOTE: [HTTPS://WWW.CANADA.CA/EN/DEPARTMENT-NATIONAL-DEFENCE/SERVICES/BENEFITS-MILITARY/CONFLICT-MISCONDUCT/CONFLICT-SOLUTIONS-SERVICES/CENTRES.HTML](https://www.canada.ca/en/department-national-defence/services/benefits-military/conflict-misconduct/conflict-solutions-services/centres.html)).

36. GOING FORWARD, A CPCC-LED WORKING GROUP WILL CONTINUE THE WORK TO ADDRESS BARRIERS TO REPORTING. THIS NEXT PHASE OF WORK WILL INCLUDE THE DEVELOPMENT OF A LONG-TERM WORKPLAN INTENDED TO ADDRESS POLICY ALIGNMENT, TRAINING, PERFORMANCE MEASUREMENT, AND THE NEED TO PRESCRIBE MANDATORY REPORTING, FOR SPECIFIC CIRCUMSTANCES, THROUGH SUBORDINATE POLICY INSTRUMENTS (SUCH AS DAODS OR AN INSTRUCTION). THE USE OF SUBORDINATE POLICY INSTRUMENTS WILL BE PURSUED AS THEY ALLOW FOR GREATER FLEXIBILITY. AS SUCH, THIS CANFORGEN SERVES AS INTERIM POLICY GUIDANCE UNTIL IT IS REPLACED WITH A POLICY INSTRUMENT.
37. QUERIES ABOUT THIS CANFORGEN, THE REPEAL, OR ITS CONSEQUENTIAL CHANGES CAN BE DIRECTED TO THE COC OR THE DGEPR POLICY POSITIONAL MAILBOX AT: [\(PLUS SIGN\)\(PLUS SIGN\)CPCC DGEPR-POLICY - POLITIQUE-DGEPR CCPC\(AT\)CCPC\(AT\)OTTAWA-HULL](#).
38. SIGNED BY GENERAL W.D. EYRE, CHIEF OF THE DEFENCE STAFF.