

1.

## Making a Complaint

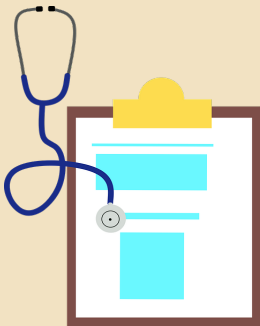
To make a complaint about a physician, you can fill out the form on the College's [website](#) or contact the College to obtain a paper copy of the form.

We will review your complaint and contact you to confirm the summary of your complaint and confirm that you want your complaint to move forward.



2.

## Complaint Sent to the Physician



The College sends your complaint form to the physician and asks for their written response to your complaint within 30 days.

When we get a response from the physician, we will send you a copy and give you an opportunity to reply.

3.

## Resolving Your Complaint

If you are satisfied with the physician's response, you can choose to withdraw your complaint. The College will keep a record of the complaint.

In some cases, the College's Investigator may try and help resolve your complaint.

If your complaint cannot be resolved at this stage, it will be sent to the Complaints Authorization Committee.

4.

## Committee Reviews & Investigates



The Committee is made up of members of the public and physicians.

The Committee will appoint an investigator who will contact people and institutions who may have information about your complaint. This often includes obtaining copies of personal health records and interviewing witnesses.

5.

## Possible Outcomes

The Committee will review all relevant information and meet to discuss the complaint. The Committee has four choices:

1. Dismiss the complaint (sometimes giving the physician direction)
2. Give the physician a warning or guidance ("caution or counsel")
3. Send the complaint to Alternative Dispute Resolution (ADR)
4. Ask the Registrar to refer the complaint to a public hearing

You will receive a copy of the decision. Start to finish, the professional conduct process takes an average of 12 months.