



CPSNL Complaints Process

For Members of the Public



Making a Complaint

To make a complaint, you can fill out a form on our website or contact us for a paper copy.

We will review your complaint and contact you to confirm we understand your concerns.

Our Professional Conduct Navigator can support you through the complaints process.



Physician's Response

Your complaint will be sent to the physician for their response.

The physician will have 30 days to respond, but they may be given additional time if they need to request a copy of your medical record.

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



Resolving Your Complaint

If you are satisfied with the physician's response, you can withdraw your complaint.

Our Navigator may suggest a resolution for your complaint, such as continuing education or a letter of apology.

If your complaint cannot be resolved, an investigator will be appointed.



Investigation

The investigator will contact people and institutions who may have information about your complaint.

This often includes obtaining copies of your personal health records and interviewing witnesses.

A medical consultant may also be asked to review your complaint.



The Committee

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

The Committee will review all of the relevant information that was collected during the investigation.

The Committee will determine if there are concerns about the physician's conduct that require College action.



Possible Outcomes

The Committee has four choices:

- Dismiss the complaint
- Give the physician a formal warning or guidance
- Send the complaint to Alternative Dispute Resolution
- Ask the Registrar to refer the complaint to a public hearing

For more information, contact us at complaints@cpsnl.ca or (709) 726-8546.