

# Review of complaints process initiated to make it safer and more accessible for Indigenous Peoples

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In the fall of 2020, the College's Board added a new pillar to the 2021–2024 Strategic Plan, which addresses Indigenous-specific systemic racism in health care by embedding cultural safety and humility into the College's regulatory processes, operations, governance structures, and practice standards. As one element of this work, the College has officially begun a critical review of its complaints process to identify opportunities to make the process safer and more accessible to Indigenous Peoples.

Through engaging with College staff, partners, and experts in Indigenous health, the review will examine the extent to which the current complaints process supports the experiences of Indigenous Peoples, is informed by culturally safe practices, and upholds the *BC Declaration of Commitment – Cultural Safety and Humility in the Regulation of Health Professionals*, to which the College is a signatory.

The goal of the review is to develop a future state of the complaints process that addresses the recommendations from the *In Plain Sight* report and includes pathways for Indigenous Peoples to have their complaints addressed in a way that is culturally safe and appropriate.

Undertaking this review is a critical step for the College to take as an organization that strives to use knowledge as a tool for creating change. At an organizational level, the review will shed light upon the barriers that discourage or prevent Indigenous Peoples from bringing forward concerns about their care and identify opportunities for the process to be better informed by a lens of cultural safety and humility.

The College has contracted research and engagement experts who specialize in collaborating with Indigenous Peoples, communities, and organizations to conduct this work over the coming months. The process is expected to be completed by early 2023, and the final report including recommendations for a future state of the complaints process will be available to all registrants and to the public.

The College encourages all registrants to commit to understanding how they can incorporate cultural safety and humility into their day-to-day practice and has provided a [list of resources](#) on its website to encourage ongoing learning.