



Do you have a complaint about a physician or surgeon?

You can send a complaint to the College if you have a concern about a physician or surgeon



Complaints can be sent by email, mail or fax with a signature

A complaint navigator is available to help you with submitting a complaint

The College investigates every complaint submitted



You get a letter explaining the next steps

How long the process takes depends on a number of factors

The physician or surgeon writes a response

You get a copy of their response and can respond to it



Inquiry Committee considers the case Critical or not critical?

Decisions rely on all points of view

Outside experts may be called



If critical, possible outcomes for the physician or surgeon are:

- advice/interview
- education
- practice limits
- general practice review
- reprimand
- disciplinary action

Decision

You get a report of our decision and recommendations

A record of your complaint is kept on the physician or surgeon's file



You can help improve medical practice and prevent harm to others by contacting the College

complaints@cpsbc.ca

