

I have a complaint about a physician



NO EXPIRY DATE:
complaints can be sent at any time



Must be submitted
mail, email or fax
with signature

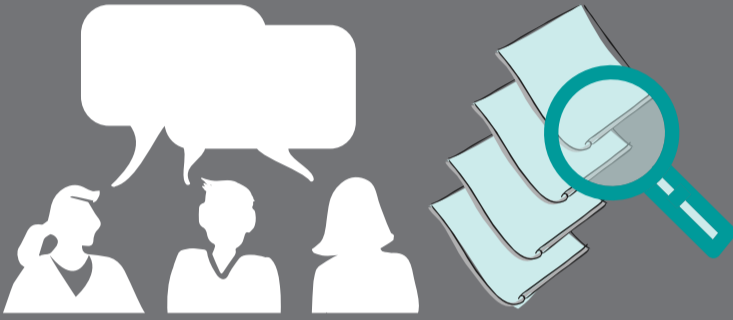


Your complaint will be acknowledged in writing

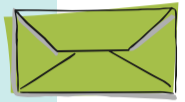


The time spent varies depending on how complex the case is

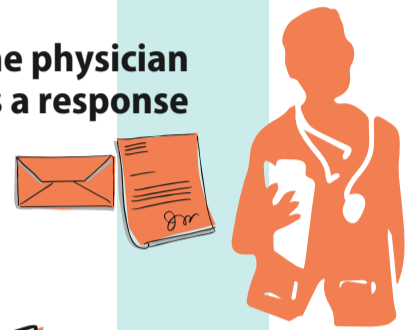
We investigate every complaint submitted with a review of medical records, written statements and interviews when required



We send your complaint to the physician involved



The physician writes a response



We send the physician's response back to you



You can write another statement based on the physician's response

Staff reviews the complete case when investigation is finished



DECISION

INQUIRY COMMITTEE



CRITICAL OR NOT CRITICAL?



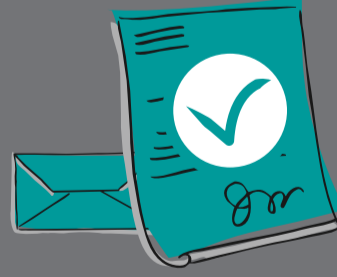
If critical, possible outcomes are:

- advice/interview
- training
- practice changes
- general practice review
- reprimand
- disciplinary action



FINAL DECISION

You receive a report of the College's decision and recommendations



Report sent within 30 days of decision



A record of your complaint is kept on file



Contacting the College can help improve medical practice and prevent harm to others