



[File a Complaint \[1\]](#)

What patients need to know

The [Health Professions Act \[2\]](#) sets out a framework for how the College manages complaints. It is a formal process with potentially serious consequences for a physician. The College is committed to a process that is transparent, objective, impartial and fair to all those involved. To that end, the College is legally obliged to share all written correspondence received from the public regarding a physician's practice with the physician.

Patients may have a number of questions before filing a complaint. They are advised to review the sections below for some helpful information about the process and the College's role.

[Reasons for complaints](#)

[Role of the College](#)

[What the College cannot do](#)

[How to file a complaint](#)

[How a complaint is handled](#)

[How a complaint is reviewed](#)

[What to expect after an investigation](#)

[How to appeal a decision](#)

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<https://www.cpsbc.ca/for-public/file-complaint>

Links

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[2]

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96183_01

[3] <https://www.cpsbc.ca/files/pdf/PSG-Medical-Records.pdf>

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<https://www.cpsbc.ca/files/pdf/PSG-Walk-In-Urgent-Care-Multi-Physician-Clinics.pdf>

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<https://www.cpsbc.ca/files/pdf/PSG-Ending-the-Patient-Physician-Relationship.pdf>

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<https://www.cpsbc.ca/files/pdf/Complaint-Authorization-for-Representation.pdf>

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