



Complaint Process FAQ's

Q. How do I know if my concern justifies a complaint?

A. Ask yourself the following questions:

a) Was the person whose practice is questionable a regulated member or previously regulated member at the time of the incident(s)? The College website has a Member Directory which lists all regulated members.

b) Does the complaint allege that the regulated member or previously regulated member has violated the Code of Ethics or Standards of Practice approved by the College Council?

Q. Will the technologist know that I am making the complaint?

A. Yes, the technologist is made aware of the complaint and in most cases, a copy of the complaint letter or form is provided to them.

Q. How long does the complaint process take?

A. The investigation can take up to three months. Depending on the complexity and the action taken, the whole process can take up to a year.

Q. How does the Complaints Director act on a complaint?

A. Within 30 days of receiving a complaint or treating information as a complaint, the Complaints Director must notify the complainant of the action taken. The following options are available (HPA 55(2)):

- a) encourage the parties to resolve the matter informally,
- b) attempt to resolve the complaint,
- c) refer the matter for alternative complaint resolution,
- d) request an expert opinion on the subject matter of the complaint,
- e) conduct an investigation,
- f) may conduct or appoint an investigator to conduct an investigation,
- g) dismiss the complaint (if trivial or vexatious),
- h) direct that the member be assessed for impairment (HPA Part 6, Section 118).

Q. Can a complaint be dismissed?

A. Under the *Health Professions Act* (HPA), the Complaints Director has authority to dismiss a complaint when it is received if it appears that the case is frivolous or vexatious or if there is no indication that the regulated member or previously regulated member has engaged in unprofessional conduct.

Q. Can I appeal the decision if the Complaints Director dismisses my complaint?

A. Yes, under the HPA, the complainant can apply in writing to the Hearings Director for a review of the complaint within 30 days after being notified.