

Complaint Process Overview

When a complaint is made against a registered health professional, it is first reviewed by a Professional Conduct Committee (PCC). The PCC determines whether the complaint warrants further investigation.

If the PCC conducts an investigation, the health professional respondent will receive a copy of the complaint made against him/her and the opportunity to provide a response to the allegations. The PCC collects evidence from both parties (the complainant and respondent) to make a determination.

The PCC will then decide whether the complaint should be placed before the relevant statutory board for an inquiry. This decision is based on a number of factors, such as the seriousness of the allegations and the evidence available to substantiate the complaint during the inquiry process.

An inquiry is a **quasi-judicial hearing** where evidence is presented by both the PCC and the respondent health professional in support of their respective cases. Evidence may include a witness (i.e. the complainant or respondent) providing oral testimony under oath and a signed witness statement. Any witness making an oral statement during an inquiry proceeding will be subject to cross-examination.

If a complainant is not willing to provide an oral testimony and written statement during the inquiry, it will impact the PCC's ability to support any allegations made against the respondent health professional.

At the conclusion of an inquiry proceeding, the statutory board will determine whether the complaint was proven or should be dismissed. If the complaint was proven, in whole or in part, the statutory board can impose legislated disciplinary powers.

These disciplinary powers may include admonishing the respondent, suspending their ability to practice, imposing conditions or limitations on their practice, or striking the respondent off the register of health professionals.

The respondent health professional is entitled to appeal to the Supreme Court against the statutory board's determination.

