

I have a complaint about a physician



NO EXPIRY DATE:
complaints can be sent at any time



Must be submitted
by mail or fax
with signature



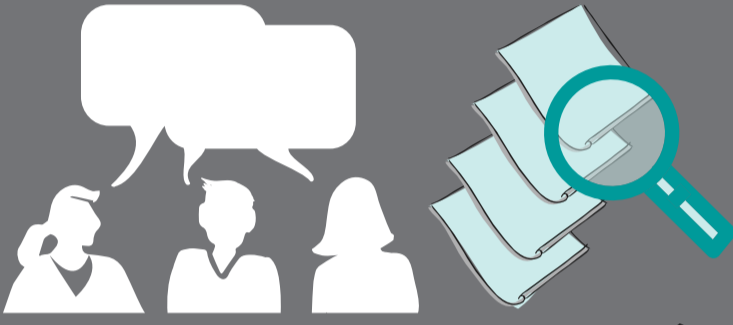
Your complaint will be acknowledged in writing within 2 weeks



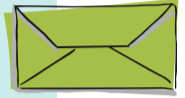
Our goal is to conclude your complaint within 255 days

The time spent varies depending on how complex the case is

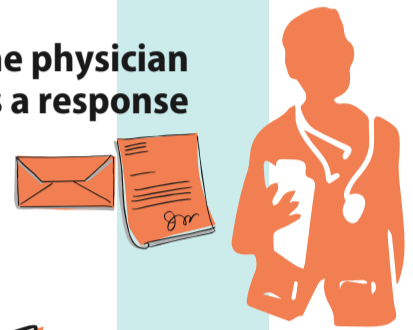
We investigate every complaint submitted with a review of medical records, written statements and interviews when required



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



INQUIRY COMMITTEE

DECISION



Further investigation

Outside experts

All points of view



CRITICAL OR NOT CRITICAL?



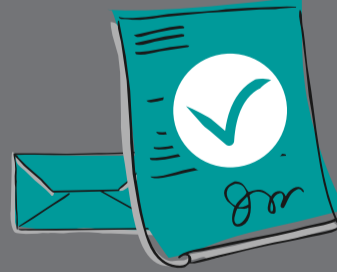
If critical, possible outcomes are:

- 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