



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

CTCMPAO COMPLAINTS PROCESS GUIDE

Modified Date: September 30, 2019

Filing a Complaint with the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

Instructions

To initiate a complaint, please follow these important steps. All information gathered as part of a College investigation needs to be documented; therefore, your complaint and other supporting information must be in writing.

Step N°. 1: Review the Complaints Process and Mandate

Please review the [Complaints Process](#).

Step N°. 2: Print and complete Complaint Form (signature required) or provide a detailed description of the complaint in writing

If you would prefer to use the Complaint Form provided, please print out the form and complete and sign the form, attaching documentation and details of complaint as required.

If you prefer not to use the Complaint Form, attach a detailed description of complaint in writing, including your name, contact information, signature, date and the following for each incident that is being reported:

- Specific date(s) of incident
- Name or description of witnesses to the incident
- Detailed description of incident
- Have your concerns been brought to the attention of the practitioner? If so, what was the outcome?

Step N°. 3: Attach supporting evidence

Please forward all supporting evidence such as: receipts, labels, vials of herbal products, etc.

Step N°. 4: Mail, email or fax the completed complaint form, description and evidence to:

Mail: Attention: Inquiries, Complaints and Reports Committee
College of Traditional Chinese Medicine Practitioners and
Acupuncturists of Ontario
55 Commerce Valley Drive West, Suite 705
Thornhill, ON L3T 7V9

Email: conduct@ctcmpao.on.ca

Fax: 416.238.7359

Complaints Process And Mandate

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (the “College”) is one of Ontario’s 26 self-governing regulatory health colleges and operates under the *Regulated Health Professions Act, 1991* (“RHPA”), legislation which sets out the processes that must be used in dealing with the investigation of complaints.

The College has a formal complaints process which gives everyone the right to have their complaint investigated by the Inquiries, Complaints and Reports Committee (“ICRC” or “Committee”). Each step of the process is designed to ensure fairness to both the person filing the complaint, and the Traditional Chinese Medicine Practitioner and/or Acupuncturist who is named in the complaint. Every complaint that is received by the College that is not deemed to be frivolous or vexatious is thoroughly and objectively investigated to determine if there is any evidence of professional misconduct, incompetence or incapacity.

What should I do with a problem with my practitioner?

Before you make a formal complaint to the College about unsatisfactory care, it is highly recommended you discuss your concerns directly with your Traditional Chinese Medicine Practitioner and/or Acupuncturist. If you are unsure of the quality or appropriateness of care a patient has a right to expect from a Traditional Chinese Medicine Practitioner and/or Acupuncturist, you can contact the College.

How do I make a complaint?

A formal complaint must be sent to us in writing, either by email, or by mail (c/o Inquiries, Complaints and Reports Committee, College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario, 55 Commerce Valley Drive West, Suite 705, Thornhill, ON L3T 7V9). The College cannot accept a complaint by telephone.

We require the following information:

- your full name;
- a clear statement that you are submitting a complaint;
- your mailing address and telephone contact info;
- the **full name** of the Traditional Chinese Medicine Practitioner and/or Acupuncturist, if available;
- as much detail as possible about your concerns;
- the names of other Traditional Chinese Medicine Practitioners and/or Acupuncturists, healthcare practitioners or persons that may have relevant information.

You may choose to use the Complaint Form provided or provide a detailed description in writing in your own format. Once we have received a formal complaint, we will forward a letter acknowledging receipt of your formal complaint.

Is there a time limit for making a complaint?

While there is not typically a time limit on complaints, the College recognizes the diverse nature of complaints and maintains that certain complaints should ideally be made within a reasonable time frame.

Who deals with the complaints?

The ICRC will consider your complaint. The Committee consists of Traditional Chinese Medicine Practitioners and/or Acupuncturists who are elected to Council and public representatives appointed by the provincial government.

How does the process begin?

When the College receives your complaint, a copy is forwarded to the Traditional Chinese Medicine Practitioner and/or Acupuncturist. The Traditional Chinese Medicine Practitioner and/or Acupuncturist has 30 days to submit a written response to the College. The complainant usually has an opportunity to review the Traditional Chinese Medicine Practitioner and/or Acupuncturist's response. Your name and the nature of your complaint will be shared with the Traditional Chinese Medicine Practitioner and/or Acupuncturist, unless there is a question of personal safety or risk involved.

What happens next?

Investigation of the complaint includes written submissions from the Traditional Chinese Medicine Practitioner and/or Acupuncturist and any other Traditional Chinese Medicine Practitioner and/or Acupuncturists or healthcare providers who have treated or consulted with the patient. The College may request relevant records, charts and other information from the Traditional Chinese Medicine Practitioner and/or Acupuncturist, who has a duty to co-operate during the investigation. The Committee strives to complete the investigation and render a decision on every complaint within 150 days of having received the original complaint.

Can the committee award money or damages?

The law governing health professions only permits the Committee to make a decision about the conduct and actions of the Traditional Chinese Medicine Practitioner and/or Acupuncturist. The Committee cannot award compensation of any kind. Only the courts have that authority. If you are considering suing your Traditional Chinese Medicine Practitioner and/or Acupuncturist for compensation, be aware that there is a time limit for civil litigation. Your legal advisor can answer any questions that you might have about your rights to sue a Traditional Chinese Medicine Practitioner and/or Acupuncturist.

How will the committee deal with my complaint?

There are a number of options available to the Committee under the RHPA including:

- Taking no further action regarding the complaint.
- Requiring the Traditional Chinese Medicine Practitioner and/or Acupuncturist to appear before the panel to be cautioned.
- Referring specified allegations of professional misconduct or incompetence to the Discipline Committee.
- Referring the Traditional Chinese Medicine Practitioner and/or Acupuncturist to the Fitness to Practise Committee for Incapacity Proceedings.
- Taking such other action that the panel considers appropriate.

What happens once a decision is made?

Once the panel of the ICRC reaches a decision, both you and the Traditional Chinese Medicine Practitioner and/or Acupuncturist will be sent a copy of the decision and reasons for decision, unless the member was referred to the Discipline Committee or Fitness to Practice Committee.

Is there an appeal process?

In most cases, there is an appeal process available that provides additional protection for both the patient and the Traditional Chinese Medicine Practitioner and/or Acupuncturist. On request of either party, an arms-length provincial board called the [Health Professions Appeal and Review Board](#) may review the Committee's decision. The only exception to this right of review is in cases where the Committee has referred the matter to the Discipline Committee for a hearing or to the Fitness to Practise Committee for Incapacity Proceedings.



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OFFICE USE ONLY

Application/Registration #

Received On: Month Day Year

COMPLAINT FORM

1. PERSON FILING COMPLAINT

Name			Date of Birth
Street N°. & Name			Suite N°.
City	Province	Country	Postal Code
Telephone (Daytime)		Ext.	Fax
Email			
☐ I authorize the College to communicate with me via email at the address provided above			

2. PATIENT INFORMATION (IF DIFFERENT FROM THE PERSON FILING THE COMPLAINT)

Name			Date of Birth
Street N°. & Name			Suite N°.
City	Province	Country	Postal Code
Telephone (Daytime)		Ext.	Fax
Email			

If you are not the patient or the person directly involved in the incident, please describe your relationship to that individual:

- | | | | |
|---------------------------------|--|-----------------------------------|--------------------------------------|
| ☐ Parent | ☐ Health Professional | ☐ Spouse | ☐ Lawyer |
| ☐ Child | ☐ Friend | ☐ Relative | ☐ Other _____ |

Please be advised that if you are filing a complaint on behalf of another individual, the College may require the individual to provide consent to access personal information relating to the complaint. A Consent Form will be mailed out with the acknowledgement letter.

3. PRACTITIONER'S CLINIC INFORMATION

Clinic Name	Telephone		
Street N°. & Name			Suite N°.
City	Province	Country	Postal Code
Name of Practitioner (if known)			
If Name of Practitioner is not known, physical description (if known)			



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COMPLAINT FORM continued

4. DETAILS OF COMPLAINT

Date(s) of Incident(s)	
Location of Incident(s)	
Specific Concerns	
Names of any other Healthcare Providers you have spoken to about this matter	
Have you discussed your concern with the practitioner? ☐ Yes ☐ No	
If yes, please provide details:	
If yes, how was your concern addressed by the practitioner?	
Additional Information	



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COMPLAINT FORM continued

5. SUPPORTING DOCUMENTATION

If you wish to include supporting documents with your complaint, please do so.

☐ I am providing supporting documents

6. SIGNATURE

By signing below, I understand that I am filing a formal complaint against a Traditional Chinese Medicine Practitioner and/or Acupuncturist.

Name (Printed)

Signature

Date

If you would like to speak with someone about the complaints process, please contact the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario at 416.238.7359 or conduct@ctcmpao.on.ca

Thank you for bringing your concerns to our attention.