

The College of Physicians and Surgeons of Prince Edward Island



THE COMPLAINT PROCESS

14 Paramount Drive
Charlottetown, PE
C1E 0C7
Ph: 902-566-3861
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Website: www.cpspei.ca
Email: mmacdonald@cpspei.ca

The College of Physicians and Surgeons of Prince Edward Island tries to make sure that you get the best medical care possible by allowing only medical doctors licensed by the College to practice in PEI.

You Have the Right to Complain

If you are concerned about the care you have been given by a medical doctor, you have the right to complain. You should let us know about any concern(s) as soon as possible. The College can only investigate written complaints. The complainant or the complainant's legal representative must sign an *Authorization and Consent to Release Personal Health Information* which gives the College the ability to obtain and use medical records or any other information which may be necessary during the investigation process.

The College cannot deal with negligence claims and does not award money.

Telling Us About your Complaint

If you have a complaint about your medical doctor's care, please send a letter to the College office, describing your complaint. Please include the following information in your complaint letter:

- Your Name, Mailing Address and Phone Number;
- Indicating your wish to lodge a complaint, naming the doctor in your letter. If you are lodging a complaint about more than 1 doctor, please separate your letters for each doctor;
- A description of your complaint including any dates of the event if known;

If you are unsure about complaining and would like to talk to someone, the Office Manager would be pleased to discuss your concerns with you.

Investigating your Complaint

The Office Manager will contact you as soon as the complaint letter is received in our office. A meeting will be arranged with you to discuss your complaint with the Deputy Registrar, and at that meeting the complaint process will be explained in further detail. If you wish to proceed with the complaint process, you must sign the *Authorization and Consent to Release Personal Health Information* Forms and then your complaint letter will be forwarded to the medical doctor for his/her response. When his/her response to your complaint is received in the College office, you will then be forwarded a copy.

All this information will be forwarded to the Complaints and Registration Committee. At any time during the process, if you do not wish to proceed, please contact the Office Manager, as a letter of withdrawal is required. The Complaints and Registration Committee consists of 1 member of the public and 2 medical doctors, who consider both sides of the complaint and decide on any further investigation. The Office Manager will contact you as the Complaints and Registration Committee may ask to meet with you (and any support person you may wish to have accompany you) to discuss your concerns and allow you to have your questions answered.

Conclusion

The Complaints and Registration Committee reviews all the information collected during the investigation and reports to the College Council on its finding and recommendations. The Complaints and Registration Committee can recommend to Council, 1 of the following:

1. *No further action be taken, or*
2. *That the complaint be forwarded to the Fitness to Practise Committee for further investigation, or*
3. *That it be forwarded to a more formal Board of Inquiry Hearing for further investigation.*

Council then makes the Final decision.

Letting you Know Our Decision

Once the Council has made its decision, a letter and a copy of the Committee Report will be forwarded to you and to the medical doctor concerned advising of the decision. You may appeal the decision in writing to the College office, within 30 days, stating the reasons you disagree with Council's decision.

How to Contact Us

Your letter of complaint should be addressed to:

The College of Physicians and Surgeons of PEI
14 Paramount Drive
Charlottetown, PE
C1E 0C7

Again, if you would like to speak to someone about your concerns before you put them in writing, please contact the College office at 902-566-3861. Please check our website, www.cpspei.ca, for any additional information. (i.e. Medical Act and PEI Regulations)

