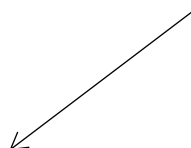


## SCPT Complaints Management Process

Complaint received in SCPT office.  
If complainant unable to write the complaint the  
EDR would assist and obtain complainant's signature  
on written complaint.  
EDR can initiate a complaint



EDR determines if complaint is against SCPT member  
or an unregulated health professional working under  
direction of a physical therapist



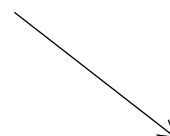
### NO

EDR advises complainant that  
subject is not a member and  
SCPT has no jurisdiction  
If subject is member of a  
regulated profession EDR  
provides contact information.  
No record of complaint is kept.



### YES

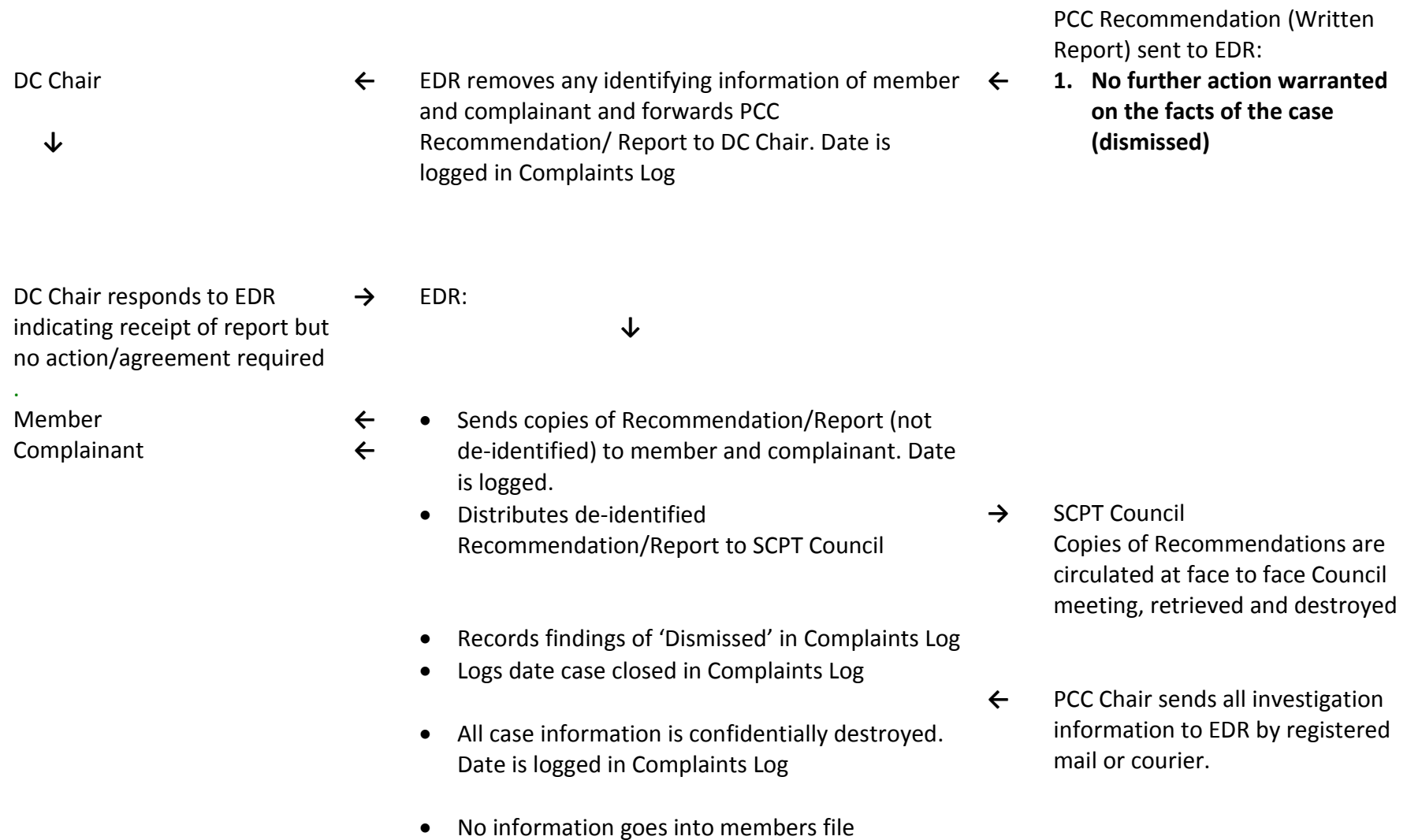
EDR enters in Complaints Log recording date  
received, name of complainant, name of member  
and assigns a file number to the case. File number is  
used to identify case from that point forward



### Protected Title Complaint

If protected title issue EDR would  
obtain legal advice.

		Within 7 days EDR:		
		<ul style="list-style-type: none"> <li>• Forwards case file to PCC Chair. EDR will phone PCC Chair to expect complaint. All case information is sent via registered mail, courier or password protected email (preferred). Date is logged in Complaints Log.</li> </ul>	→	To PCC Chair PCC Chair will confirm receipt of complaint
Complainant notified	←	<ul style="list-style-type: none"> <li>• Notifies complainant in writing that complaint received and is being reviewed by PCC. Date is logged in Complaints Log</li> </ul>		
Member notified	←	EDR telephones member to notify member that they will be receiving a letter of complaint in the mail and that an investigation by PCC will be initiated. EDR mails to the member a copy of the complaint. Date is logged in Complaints Log		
Member must respond within 30 days, required to include copy of chart. Member to inform EDR if unable to respond within 30 days.	→	EDR forwards member's response to PCC chair. Date is logged in Complaints Log	→	PCC conducts investigation
Complainant Member	← ←	EDR requests updates and informs complainant and member of progress of investigation every 30 days. Dates are logged in Complaints Log	←	PCC Chair provides EDR update on progress every 30 days



**2. Conduct could constitute a disciplinable offence. RMC (Resolution by Mutual Consent) agreed to by PCC and member.** Complainant can agree to have complaint resolved by RMC but has no input into content of RMC. Content of RMC determined by PCC. PCC Report, RMC and Website Case Summary sent to EDR.

DC Chair

← EDR receives PCC Report and Website Case Summary and sends to DC. Date is logged in Complaints Log. ←



DC Chair responds to EDR indicating receipt of report with no action/agreement required

→ EDR distributes PCC report, RMC and Website Case Summary (not de-identified) to Council. →

SCPT Council  
Copies of PCC report and Website Case Summary are circulated at next face to face Council meeting, retrieved and destroyed

Complainant  
Member

← EDR sends copies of PCC report and RMC to member and to complainant. Date is logged in Complaints Log

← EDR Posts RMC Website Case Summary on SCPT website. Includes notice with link to website in SCPT e-newsletter

← EDR records findings 'Resolution by RMC' in Complaints Log and records date ←

PCC Chair sends all investigation information to EDR.

All case documentation is confidentially destroyed.  
Date logged in Complaints Log

PCC Report, copy of RMC Agreement, and Website Case Summary included in members file

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		EDR receives Recommendation/Report from PCC that DC hear the case. Date is logged in Complaints Log	←	<b>3. Conduct could constitute a disciplinable offence and no RMC agreement.</b> PCC Recommendation/Report that DC hear the case is sent to EDR.
DC Chair	←	EDR notifies DC Chair that hearing is required and forwards PCC Recommendation/Report to DC Chair. Date is logged in Complaints Log.		
Member	←	EDR informs member that PCC has recommended a hearing. Date is logged in Complaints Log		
		DC and PCC legal counsel exchange information such as Agreed to Facts.		
DC Hearing Chair informs EDR that they are ready for the hearing	→	Once DC Chair and PCC Chair inform EDR that they are ready for the hearing EDR arranges hearing date that is mutually agreeable and notifies both legal counsel. Date is logged in Complaints Log	←	PCC Chair informs EDR that they are ready for the hearing
Member Complainant	←	At least 14 days prior to hearing EDR sends Notice of Hearing to member and to complainant. Date is logged in Complaints Log. Complainant is entitled to hear but not to participate in hearing.	←	PCC Chair sends all investigation information to EDR.

Hearings are open to the public. Notice of Hearing is posted to the SCPT website. Notice will include the name of the member and the date, time and location of the hearing Date is logged in Complaints Log. Notice of Hearing is removed from website immediately following the completion of the hearing.

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DC hears case

DC Chair provides update on progress to EDR every 30 days → EDR requests updates every 30 days and is informed of progress

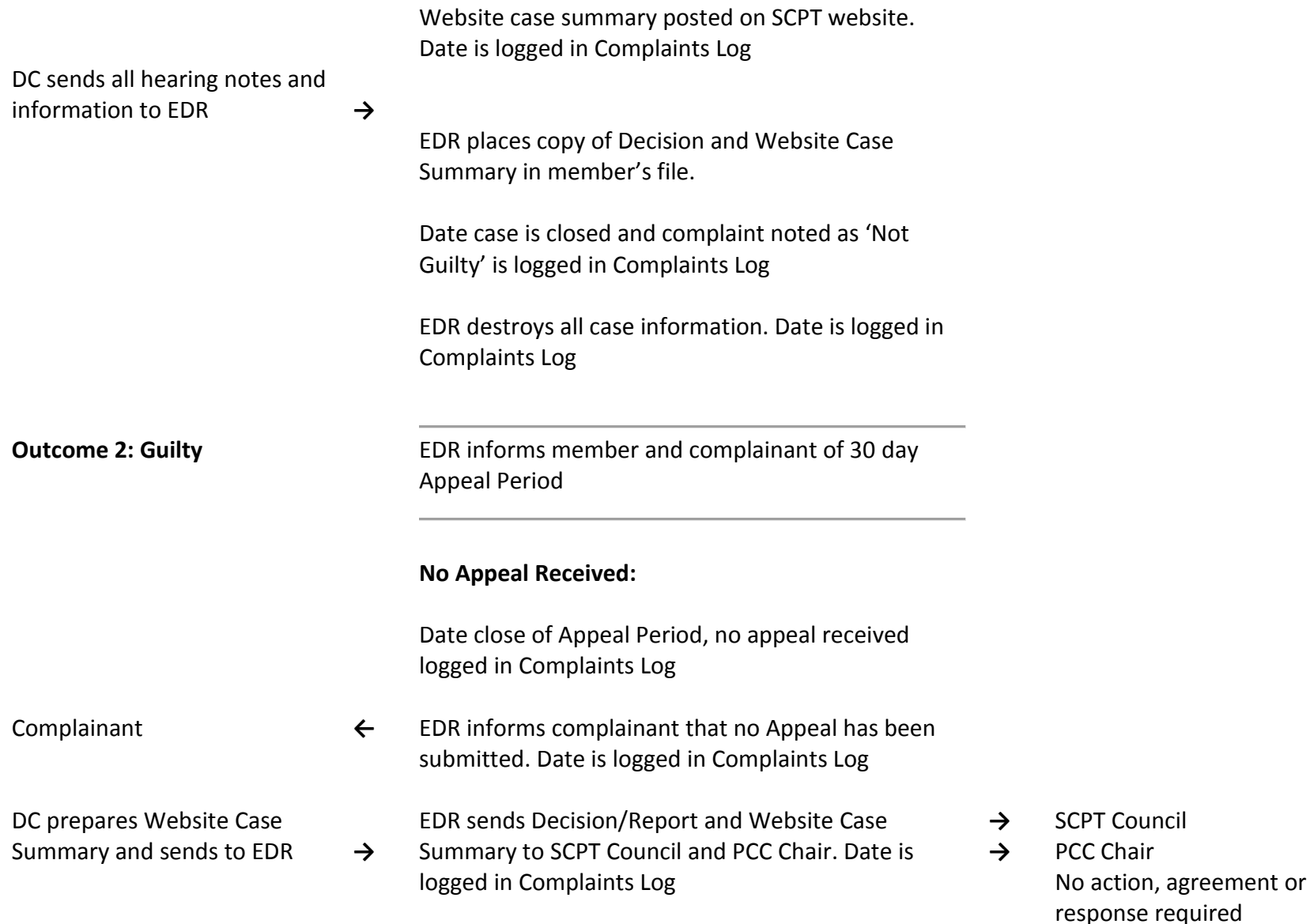
Complainant ← EDR informs member and complainant of progress.  
Member ← Dates are logged in Complaints Log

DC Decision reported to EDR within 90 days of hearing → EDR receives DC Decision. Date is logged in Complaints Log

Member ← EDR distributes DC Decision to the member and to  
Complainant ← the complainant.

**Outcome 1: Not Guilty**

DC prepares Website Case Summary and sends to EDR → EDR sends Decision/Report and Website Case Summary to SCPT Council and PCC Chair. Date is logged in Complaints Log → SCPT Council  
→ PCC Chair  
No action, agreement or response required



Website Case Summary is posted on SCPT website and notice with link included in SCPT e-newsletter. Date is logged in Complaints Log

EDR places copy of Decision and Website Case Summary in member's file.

Date case is closed and complaint logged as "Guilty" is logged in Complaints Log

DC Chair sends all hearing notes and information to EDR



EDR destroys all case information. Date is logged in Complaints Log

**Outcome 3: Guilty**

**Appeal Received (process requires review)**

EDR records date Appeal received in Complaints Log