



Complaints Authorizing Committee Report - AGM 2022

I would like to thank the members of the complaints authorizing committee (CAC) for their time and commitment to this very important aspect of the Newfoundland and Labrador College of Physiotherapists' work. Each year, the NLCP receives complaints that must be carefully and thoroughly addressed which requires a great deal of professionalism and knowledge which could not be done without our dedicated volunteers and staff.

In 2021, the CAC investigated several complaints, some of which have been resolved and some of which are still ongoing. We still have one case from 2020 that remains on hold at this time. At the request of council and membership, we have decided to share several “lessons learned” based on recent issues before the CAC.

The committee reminds membership of the importance of the following:

- accurate, complete, and thorough documentation records are very important at all times
- The CAC notes a trend in complaints based on social media content. The committee encourages all members to review The Canadian Physiotherapy Association's social media policy and the relevant sections of The Core Standards of Practice for Physiotherapists in Canada to ensure that any online presence or social media activity related to Physiotherapy adheres to our professional standards and advertising guidelines.

Sincerely,

Rachelle Ryan

Rachelle Ryan
Chair, Complaints Authorizing Committee
Newfoundland and Labrador College of Physiotherapists