

# The Complaints Process

The College receives complaints from members of the public. The public refers to patients, colleagues, family members, third party payors and others. The initial communication is treated as an allegation (see: Physiotherapy Act, 2006).

The complaint process outlined here is based on Legislation requirements, specifically the Physiotherapy Act, 2006, 17. 1, 18.2, 19.1 .

Written complaints should be submitted to:

Michael Kay Registrar, Newfoundland and Labrador College of Physiotherapy(NLCP)  
[registration@nlcpt.com](mailto:registration@nlcpt.com)

Complaints must be in writing and signed, see Act section above. When emailing the letter should be a separate attachment.

## What might constitute a Complaint?

A complaint is essentially a breach of either the NL Standards or Core Standards. Both the NL Standards and Core Standards are currently being updated for 2023.

[DRAFT 4 \(nlcpt.com\)](#)

Examples include, but are not limited to:

- Communication lapse – absence, improper, inaccurate; either written or verbal
- Harassment or Discrimination of patient, staff, colleagues or students
- Informed consent breach – improper, inaccurate or absent
- Billing infractions
- Professional misconduct
- Documentation absence or breach of standard related to reports
- Non-compliance with Competency requirements
- Ethics Breach – confidentiality, privacy
- Sexual abuse

Physiotherapists should be knowledgeable in the Core Standards, which were circulated and posted.

[Core-Standards-of-Practice-May-2016-updated-November-2020-EN.pdf \(nlcpt.com\)](#)

Individuals can also use the template as a guide, which is posted on the website.

Once you have made a complaint online, you will receive confirmation that your complaint has been received.

Complaints can also be sent to the College by mail:

Newfoundland and Labrador College of Physiotherapists  
P.O. Box 21351 St. John's NL A1A 5G6

## Formal Complaints Process

- The Executive Director(ED) of the College will contact the complainant to discuss their concerns. The process is outlined. The Executive Director/Registrar may be able to resolve the concern or complaint. If that is not possible or appropriate the complaint is directed to the Complaint Authorization Committee(CAC) and the complainant is alerted to this action.
- The complainant will then write out a letter describing the allegation and signs the communication. Acknowledgement is sent to the complainant.
- The physiotherapist(respondent) is alerted to the complaint and a copy of the complainant's letter is enclosed. A written response is requested.
- The documents are sent by the ED and reviewed by a group of individuals who are members of the CAC. Members of the CAC include Council members and a member of the public who has been appointed by the government.
- The Committee may decide that they need more information to help them make a decision and they can obtain this information through an interview or discussion in person or virtually if needed.
- Possible CAC actions are outlined in the Physiotherapy Act, 2006, 19 1-3.
- Should it be necessary, the CAC can refer the complaint on to the Disciplinary Panel.