

Discipline and Complaint Committee Policy & Procedures

Procedure for receiving complaints against a MTWPAM member.

Statement of Confidentiality

All complaint committee members must sign the MTWPAM confidentiality form for each investigation regarding a member. These will be kept with the investigation files.

Proof of Guilt and Innocence:

The member who has a complaint lodged against will be assumed innocent until proven guilty.

Complaint Form:

The individual initiating a complaint against a member must fill out the MTWPAM complaint form. It will be distributed to the complaint committee where the committee will meet and discuss the information and begin an investigation as outlined below.

Investigating a Complaint:

The complaint will be investigated in the following manner:

- a) Criminal offense: Any complaint regarding a criminal offense will be referred to the RCMP. To the best of our abilities as an association, the RCMP will be assisted with any investigation of a criminal offense related to modalities covered by this association. Any member found guilty of a criminal offense related to their professional conduct will be terminated as a member.
- b) Two members of the Discipline and Complaint Committee will meet in person with the member against whom the complaint has been lodged. Notes will be taken and must be signed by the committee members and the association member upon completion.
- c) This information will be brought to the entirety of the Discipline and Complaints Committee and if needed, to the rest of the MTWPAM board in order to continue the investigation.
- d) The Discipline and Complaints Committee and the MTWPAM board will then utilize judgement regarding the severity of the complaint. If there is any confusion surrounding this issue, the RCMP will be contacted to decide whether it is a criminal offense or not.
- e) Both the member and the individual who initiated the complaint will be informed of the outcome within a timely manner.

Suspension of Membership

Judgement of both the Discipline and Complaints Committee and the Board will be followed regarding the necessity of membership suspension. If there is a disagreement between members of Board/Committee regarding the necessity of this step, an outside professional mediator will be utilized.

The decision to revoke a membership will be considered final. The Committee/Board may decide that the membership is to be revoked for a certain length of time and following this, may be reinstated. This is up to the judgement of the Board and Discipline and Complaints Committee.

Procedure for Complaints against any Discipline and Complaint Committee Member

The same procedure will be followed except that the entire Board and Discipline and Complaints Committee will be involved. Another MTWPAM member whom is not known to the Committee member against whom there is a complaint will be invited to be part of the Discipline and Complaints Committee for the duration of that investigation.

MTWPAM Complaint Form

Person Registering Complaint	
Name	
Address	
City/Town	
Province	
Postal Code	
Phone	Home: Work:
E-Mail Address	

If submitting a complaint on behalf of a patient/client, please provide patient/client information below.

The consent of the patient/client or legal representative must be included to proceed with the complaint.

Patient Information *if same registrant leave blank*	
Name	
Address	
City/Town	
Province	
Postal Code	
Phone	Home: Work:
E-Mail Address	
Date of Birth	

Therapist Information	
Name	
Address	
City/Town	
Province	
Postal Code	
Phone number	
Registration number	

	Details of Complaint (please be as specific as possible.)
Date(s) of treatment	
Location of treatment(s)	
Specific concerns about treatment	
Names of other healthcare practitioners you have spoken to about this concern.	
Additional Information	
Name and address of any witnesses if applicable.	

Please print and send to:

MTWPAM Complaints Committee
309-30 Chipstone Close
Halifax, NS B3M 4H5