



The Complaints Process

The complaint process is as follows:

1. The Registrar receives a written complaint (using the official form found in the Complaint Package) and a case file is opened.
2. The Registrar forwards a copy of the completed Complaint Package to the Complaints Committee.
3. The Complaints Committee sends, via registered mail, a copy of the Complaint Package to the Member. The Member is given at least two weeks from their receipt of the complaint to respond.
4. The Complaints Committee mails a letter to the Complainant confirming that the complaint has been forwarded to the member.
5. The Member sends the response to the Complaints committee.
6. The Complaints Committee will then review the case file. The discussion of the case file may take place on one or several occasions, either in person or via teleconference or electronic means.
7. The Complaints Committee may:
 - request that an investigator be appointed to gather additional information
 - dismiss the complaint or take no further action
 - issue a verbal and/or written caution to the Member
 - refer the case to the Discipline Committee if there is sufficient evidence of incompetence or professional misconduct
 - refer the case to the Council if there is sufficient evidence that the member may be incapacitated.
8. The Complaints Committee sends the written decision to the Registrar. The Registrar immediately sends a copy in writing to both the Member and the Complainant via registered mail.

For more information on the role of the Association and the profession of occupational therapy, please contact the Association.

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