



Nova Scotia College of Chiropractors
Board Policy: Respecting the Complaint
Administrative Process

<i>Approved by the Board of the NSCC</i>	<i>Effective November 25, 2003</i>	<i>Revised January 7, 2004 June 22, 2004 May 12, 2007</i>	<i>Pages 2</i>
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- 1. Complaints may be made in writing to the Registrar, or the Registrar may forward matters to the Investigative Committee even though a written complaint has not been received. [Act 46(7)]**

- 2. Written complaints: Immediately upon receipt of a written complaint the Registrar may choose to:**
 - a.) Send a copy of the complaint to the member and refer the matter directly to the Investigative Committee; or
 - b.) Send a copy of the complaint to the member and await his or her response before referring the matter to the Investigative Committee. After weighing the details of the matter, the Registrar may choose to:
 - (i.) Forward all of the information to the Investigative Committee; or
 - (ii.) Notify all parties that an investigation is not necessary or appropriate and forward a report to the Investigative Committee informing them of the details of the case, with the ultimate decision of whether or not to investigate the complaint further to be determined by the Investigative Committee.
 - (iii.) The complainant shall be provided with the option to appeal this decision not to investigate to the Investigative Committee.

- 3. Complaints not received in writing: The Registrar may choose to:**
 - a.) Advise the complainant to submit the complaint in writing to be dealt with by the Investigative Committee; or
 - b.) Advise the complainant that the nature of the complaint is not adequately addressed by this body, offer alternate suggestions, and also advise the complainant of option (a); or
 - c.) Deem the matter should be investigated, irrespective of the lack of complaint in writing and prepare a written complaint from the Registrar's office to the Investigative Committee.

4. Correspondence and communication regarding complaints should be conducted within a reasonable time frame:

- a.) Upon receipt of complaint, the Registrar must inform the member within ten (10) business days;
- b.) Upon receipt of request for information, the member must respond to either the Registrar and/or the Investigative Committee, as appropriate, within ten (10) business days;
- c.) When appropriate, matters should be referred to the Investigative Committee within ten (10) business days of receipt of complaint or member response;
- d.) The Investigative Committee should hold a primary meeting to discuss complaints within thirty (30) business days of receipt of complaint;
- e.) The Registrar shall ensure that the Investigative Committee conducts its activities in a timely and responsible matter;
- f.) The Registrar shall, on behalf of the Board, provide notice regarding disciplinary findings resulting in a suspension or revocation of a member's registration: to the public within seven (7) days of the suspension or revocation; and to all other Chiropractic Regulatory Colleges, Boards, and Associations, as well as any other organizations as determined by the Board. [Chiropractic Regulations, Section 38].