



Task Title: Complaint Handling Policy

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes No

Goal Path: Employment Apprenticeship

Secondary School Post Secondary Independence

Task Description:

Use the College of Physiotherapists of Ontario – Complaints Process infographic to answer questions about how complaints are handled.

Main Competency/Task Group/Level Indicator

- Find and Use Information/Interpret documents/A2.2

Materials Required:

- Pen/pencil and paper or digital device

Task Title: ComplaintHandlingPolicy_E_A2.2

Learner Information

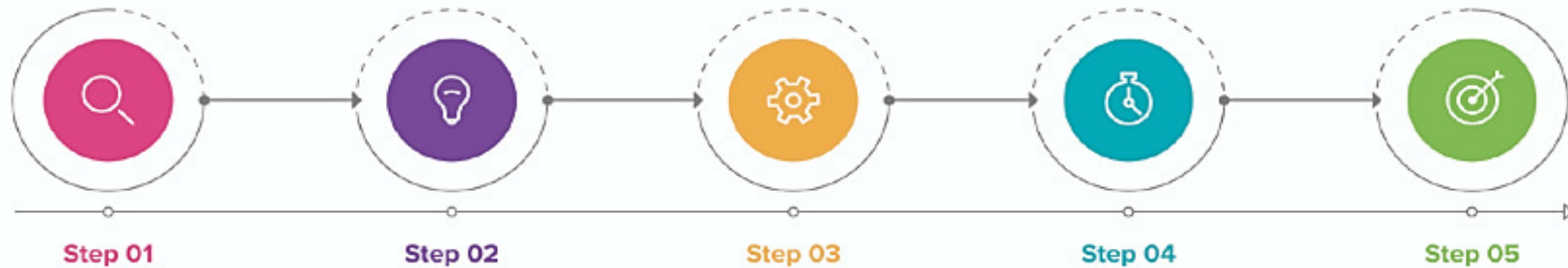
Complaints are handled differently by each workplace or organization. Understanding how complaints are investigated is important for protecting both customers and employees.

Scan the College of Physiotherapists of Ontario – Complaints Process infographic.



College of Physiotherapists of Ontario—Complaints Process

Every patient in Ontario has the right to receive safe, competent and ethical physiotherapy care. The College of Physiotherapists of Ontario protects the public by guiding the practice of physiotherapists. We're here to help if you have concerns about the care that you or a loved one received. Filing a complaint with the College is easy. Questions? We're here to help.
Email: investigations@collegept.org Learn more: collegept.org/Patients/HowToMakeComplaint



Step 1: You file a complaint.

This can be done using the online form on the College's website. You can also submit the complaint in writing (email or letter), as a recording, or you can download and print a complaint form to send by email, fax or mail.

Step 2: We confirm receipt of your complaint.

We contact you to confirm that we have received your complaint and ask for more information, if needed. Note that complaints cannot be anonymous.

The College may work with you and the physiotherapist to arrange a voluntary and mutually agreeable informal resolution. In this case, there would be no further investigation.

Step 3: We investigate the complaint.

If you choose to move forward with the process, an unbiased investigator will gather information related to your complaint. The investigator will send a copy of the complaint to the physiotherapist. The physiotherapist has 30 days to respond.

Step 4: A College committee reviews the complaint and makes a decision.

The committee carefully considers all information related to the complaint and may decide on one or more of the following outcomes:

- No further action
- Provide advice and recommendations
- Restrict the physiotherapist's practice*
- Place limitations on the physiotherapist's practice*
- Require an educational upgrading*
- Give a verbal caution*
- Refer the complaint to another committee for a public hearing*

Outcomes with an * are publicly available on the College's Public Register.

Step 5: We inform you of the committee's decision.

The College will contact you to share the committee's decision. If you do not agree with the decision, you can ask to appeal to the Health Professions Appeal and Review Board.

Work Sheet

Task 1: What are the five steps of complaint handling?

Answer:

Task 2: How long does a physiotherapist have to respond to a complaint that is being investigated?

Answer:

Task 3: What are two possible outcomes if the College committee reviews a complaint?

Answer:

Task 4: What can someone do if they do not agree with the committee's decision?

Answer:

Answers

Task 1: What are the five steps of complaint handling?

Answer: Step 1: You file a complaint; Step 2: We confirm receipt of your complaint; Step 3: We investigate the complaint; Step 4: A College committee reviews the complaint and makes a decision; Step 5: We inform you of the committee's decision.

Task 2: How long does a physiotherapist have to respond to a complaint that is being investigated?

Answer: 30 days.

Task 3: What are two possible outcomes if the College committee reviews a complaint?

Answer: Any two of the following:

- No further action
- Provide advice and recommendations
- Restrict the physiotherapist's practice
- Place limitations on the physiotherapist's practice
- Require an educational upgrading
- Give verbal caution
- Refer the complaint to another committee for a public hearing

Task 4: What can someone do if they do not agree with the committee's decision?

Answer: If you do not agree with the decision, you can ask to appeal to the Health Professionals Appeal and Review board.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A2.2	uses layout to locate information			
	makes low-level inferences			
	makes connections between parts of documents			

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print):

Learner (print):
