

COMPLAINTS PROCESS



STEP 1

Make a Complaint

- There is no time limit on filing a complaint.
- Every complaint is investigated.
- Complaints cannot be anonymous.
- Your complaint must be sent by email, mail or fax.

STEP 2

We Confirm

- We confirm receipt of your complaint within 3 days.
- The naturopath is notified and given a copy of your complaint within 14 days.
- Your personal contact information is kept confidential.



STEP 3

Collecting More Information

- The naturopath is asked to respond to the complaint.
- If needed, we also obtain the patient's naturopathic record.
- We send the naturopath's response back to you.
- You can write another statement based on the naturopath's response.

STEP 4

Review by the ICRC*

- A panel of the ICRC*, made up of naturopaths and public members, will review all the information about your complaint.
- The ICRC may also use a formal investigator to collect more information or request an expert opinion.

* Inquiries, Complaints and Reports Committee



STEP 5

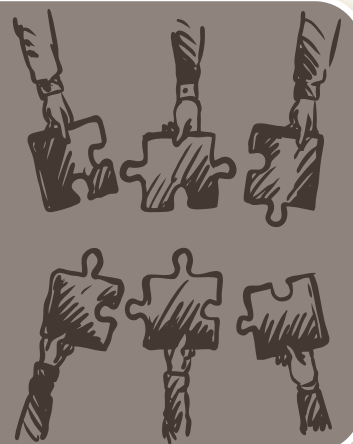
Complaint Outcomes

- Our goal is to complete the investigation in 150 days, but that is not always possible if the case is complex.
- Once it reviews all the information, the ICRC may decide to:
 - Take no action;
 - Issue a letter counselling the naturopath;
 - Require the naturopath to complete an education program or appear before ICRC for a caution;
 - Refer the matter to the Discipline Committee for a formal public hearing or to the Fitness to Practise Committee for health inquiries.

STEP 6

Final Decision and Reasons

- The ICRC sends you and the naturopath a written decision.
- Depending on the outcome, information might be added to the naturopath's profile in the College's online Public Register.
- The records of the investigation are kept by the College indefinitely.
- The College monitors the Member's compliance with the ICRC's decision.
- Either party to a complaint has the right to appeal the ICRC's decision to the independent Health Professions Appeal and Review Board.



College of Naturopaths of Ontario

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