

## LIFE-CYCLE OF A SUBMITTED COMPLAINT

- Initiated** Complaint Received and brought before the Council
- Result 1** Council decision to dismiss or reprimand physician without formal investigation or inquiry
- Result 2** Council decision to formally investigate and then decides to dismiss, reprimand based on findings, or send to Inquiry Committee
- Result 3** Council decided to appoint an Inquiry Committee and the Inquiry Committee provides the decision to dismiss or reprimand based on findings

PHASE	TIME	STAGE	WHAT HAPPENS?
INITIATED	1-4 weeks	Complaint Received	<ol style="list-style-type: none"> <li>1. Complaint is received</li> <li>2. Council receives notification of the submitted complaint and is required to identify any conflict of interest between the parties identified within the complaint</li> <li>3. The complaint file is set to be reviewed by Council at the next scheduled Council meeting</li> </ol>
RESULT 1	Additional time after the "initiated" phase  4-8 weeks	Result 1 Decision - A	<p>The Council may make one of the following decisions based on a review of the complaint file;</p> <ol style="list-style-type: none"> <li>1. Dismiss; or</li> <li>2. Request Response from Physician, at which time the physician has 30 days to provide a response to Council; or</li> <li>3. Send file to an appointed investigator, at which time the investigator contacts the Physician for a response (<b>Move to Result 2</b>)</li> </ol>
		Result 1 Decision - B	<p>The physician has responded to Council's request, the response is to be reviewed by Council at the next scheduled meeting. At that time Council may make one of the following decisions based on the review of the response from Physician;</p> <ol style="list-style-type: none"> <li>1. Dismiss</li> <li>2. Substantiated Complaint / Reprimand Physician; or</li> <li>3. Send file to an appointed investigator because the matter is more complex and further investigation is needed (<b>Move to Result 2</b>); or</li> <li>4. Council appoints an Inquiry Committee (<b>Move to Result 3</b>)</li> </ol>
RESULT 2	2-10 months	Result 2 Decision	<p>Investigator completes an investigation and provides report and recommendations to Council, the report is to be reviewed by Council at the next scheduled meeting. At that time Council may make one of the following decisions based on the report provided by the investigator;</p> <ol style="list-style-type: none"> <li>1. Dismiss; or</li> <li>2. Substantiated Complaint / Reprimand Physician; or</li> <li>3. Council appoints an Inquiry Committee (<b>Move to Result 3</b>)</li> </ol>
RESULT 3	8-14 months	Result 3 Decision	<ol style="list-style-type: none"> <li>1. Inquiry Committee is appointed</li> <li>2. Hearing is scheduled</li> </ol> <p>Once the Inquiry Committee completes the hearing and provides finding and the decision to Council,</p> <ol style="list-style-type: none"> <li>1. Dismiss; or</li> <li>2. Substantiated / Reprimand Physician</li> </ol>

The times provided for each stage through each result phase are approximate. Council meetings are scheduled monthly; every effort is made to bring forward complaint files for review in an efficient and timely manner.