

A large, abstract graphic on the left side of the page, shaped like a stylized 'S' or a funnel. It is composed of numerous overlapping circles and oval shapes. The top portion of the graphic consists of solid-colored circles in shades of green and blue. The lower portion contains oval-shaped photographs showing various scenes of physical therapy, such as a therapist assisting a patient with a gait belt, a patient using a treadmill, and a therapist working with a patient on a balance ball.

# COMPLAINTS MANAGEMENT PROCESS

Process Description



**SCPT**

Saskatchewan College  
of Physical Therapists

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# COMPLAINT

## General Information

- If the complainant is unable to write the complaint, the Executive Director and Registrar (EDR) would assist and obtain the complainant's signature on the written complaint.
  - Email confirmation of the complaint can also be accepted.
- The EDR can initiate a complaint if needed.

## Process

1. When a complaint is received by the SCPT, the EDR determines if the complaint is against a SCPT member or an unregulated health professional working under direction of a physical therapist.
  - If not a physical therapist, then the EDR advises the complainant that the subject is not a member and SCPT has no jurisdiction. If subject is a member of a regulated profession the EDR provides the contact information of the appropriate regulator.
    - No record of the complaint is retained.
  - If the subject is a physical therapist, then the EDR enters the complaint in the Complaints Log recording the date received, name of complainant, name of member, and assigns a file number to the case.
    - The file number is used to identify the case from that point forward.
  - If the complaint is a protected title issue, the EDR would obtain legal advice.
2. Within seven (7) days of receipt, the EDR will:
  - a) forward the case file to the PCC Chair.
    - The PCC Chair will confirm receipt of complaint, notify the PCC members and determine if there are any conflicts of interest for the case.
  - b) phone/email the PCC Chair to expect the complaint documentation.
  - c) ensure all case information is sent via registered mail, password protected email, or via secure data file (date is logged).
  - d) notify the complainant in writing that the complaint was received and is being reviewed by PCC (date is logged).
    - The letter is sent via registered mail to confirm receipt of complaint.

e) telephone the member to notify them that they will be receiving a letter of complaint in the mail and that an investigation by PCC will be initiated (date is logged).

- The EDR mails the member a copy of the complaint via registered mail.

Next Step: [Investigation](#)



*The (SCPT) is a self-regulating professional body whose purpose is to protect the public through the licensing, regulation and discipline of physical therapists in the Province of Saskatchewan. Transparency of discipline decisions and the process reinforces protection of the public.*

# INVESTIGATION

## General Information

- The member must respond within 30 days and is required to include a copy of the chart and any other requested documentation.
- The member is to inform the EDR if they are unable to respond within 30 days. Appropriate extensions will be considered by the PCC.
- The PCC Chair provides the EDR updates on the investigative progress following each PCC meeting.
- The EDR updates and informs the complainant and the member of progress of investigation (date is logged).

## Process

1. The EDR forwards member's response to PCC Chair as soon as received (date is logged).
2. The PCC initiates an investigation at the next scheduled meeting by appointing a lead investigator.
  - The lead investigator will aim to hold the interviews prior to the next scheduled meeting of the PCC (which will regularly occur every 4-6 weeks).
  - The PCC will then discuss the investigation findings and determine if a recommendation can be made or if further information is required.
3. The PCC will decide how to conclude the complaint and send its Recommendation Report to the EDR. The PCC may make one of three recommendations:
  - a) [No Further Action](#)
  - b) [Resolution by Mutual Consent \(RMC\)](#) agreed to by PCC and member.
  - c) Refer the matter for a [Hearing](#) by the Discipline Committee.

Next Step: [PCC Recommendation](#)

# PCC RECOMMENDATION

The PCC may make one of three recommendations:

## 1. No Further Action

No further action warranted on the facts of the case because evidence was not found to support professional incompetence or misconduct as defined by The Act and the case is dismissed.

- a. The EDR forwards the PCC Recommendation Report to the Discipline Committee (DC) Chair within 3 business days of receipt (date is logged).
  - any identifying information of the member and the complainant is removed.
- b. The DC Chair responds to the EDR indicating receipt of the report, but no action/agreement is required.
- c. Within 7 days, the EDR sends copies of the Recommendation Report (not de-identified) to the member and the complainant (date is logged).
- d. The EDR distributes the de-identified Recommendation Report to SCPT Council for its next regular meeting.
- e. All case and investigation information are confidentially destroyed.
- f. The EDR records findings of 'Dismissed' and date closed in the Complaints Log.
- g. No information goes into member's file.

Next Step: **Matter is Concluded**



*The Professional Conduct Committee (PCC) is a team of three or more people, most of whom are practicing physical therapists. The committee will investigate your complaint.*

## 2. Resolution by Mutual Consent (RMC)

Conduct could constitute a disciplinable offence based on the facts collected by the PCC and the PCC recommends that the complaint be resolved with a Resolution by Mutual Consent (RMC) by the PCC and the member.

- The complainant can agree to have the complaint resolved by RMC but does not have input into content of the RMC.
  - The content of the RMC is determined by the PCC and agreed to by the member.
- a) The PCC Report to the Discipline Committee, the RMC and the Website Case Summary are sent to the EDR.
  - b) The EDR forwards the PCC Recommendation Report to the Discipline Committee (DC) Chair within 3 business days of receipt (date is logged).
  - c) The DC Chair responds to the EDR indicating receipt of the report but no action/agreement is required.
  - d) Within 7 days of receiving confirmation from the DC, the EDR sends copies of the PCC Report and the RMC (not de-identified) to the member and the complainant (date is logged).
  - e) The EDR distributes the Recommendation Report to SCPT Council for its next regular meeting.
  - f) The EDR Posts the RMC Website Case Summary (redacted to remove patient/complainant information) on SCPT website once Council has reviewed it.
    - The EDR includes a notice with a link to the website in next SCPT e-newsletter.
    - The Website Case Summary remains posted for one (1) year from date of posting under the Discipline Section.
  - g) The EDR records 'Resolution by RMC' in Complaints Log and records date.
  - h) Once the RMC requirements have been met and approved by the PCC, the case is deemed closed (date is logged).
  - i) All case documentation is then confidentially destroyed (date is logged).
  - j) The PCC Report, copy of RMC Agreement, and Website Case Summary included in member's file.

Next Step: **Matter is Concluded**



### 3. Hearing

Conduct could constitute a disciplinable offence based on the facts collected by the PCC and the PCC recommends that the complaint be referred to the Discipline Committee (DC) for a hearing.

- a) The PCC sends the PCC Recommendation Report that the DC hear the case to EDR.
- b) The EDR forwards the PCC Recommendation Report to the Discipline Committee Chair within 3 business days of receipt informing them that a hearing is required (date is logged).
- c) Within 7 days, the EDR informs the member and the complainant that the PCC has recommended a hearing and forwards a copy of the PCC Recommendations to both (date is logged).
  - Member is asked to provide name of legal counsel.

Next Step: [Hearing](#)



*The Discipline Committee is a team of at least 5 people, most of whom are practicing physical therapists. One person is a member of the general public and appointed by the provincial government.*



# HEARING

## General Information

- Every 30 days, the EDR requests updates and informs the complainant and the member of progress of the hearing process (dates are logged).
- Hearings are open to the public.

## Process

1. The member's legal counsel and the PCC legal counsel exchange information such as Agreed to Facts which is coordinated by the PCC legal counsel.
2. The PCC legal counsel informs the EDR that the Agreed to Facts are completed and/or they are ready for the hearing.
  - A copy of the Agreed to Facts sent to EDR 4 weeks prior to the hearing.
3. Within 3 business days of receipt, the EDR informs the DC Hearing Chair that they are ready for the hearing and forwards a copy of the Agreed to Facts to the DC Chair.
4. The EDR arranges the hearing date(s) that are mutually agreeable and notifies both legal counsels.
5. At least 14 days prior to hearing the EDR sends the Notice of Hearing to the member and to complainant (date is logged).
  - The complainant is entitled to attend but not to participate in hearing.
6. At least 14 days prior to the hearing, a Notice of Hearing is posted to the SCPT website (date is logged).
  - The Notice will include the name of the member and the date, time, and location of the hearing. If a virtual hearing is to be held, contact information of the EDR will be included for anyone from the public interested in attending.
  - The Notice of Hearing is removed from website immediately following the completion of the hearing.
7. The DC hears the case.
8. The DC Decision is reported to EDR within 90 days of hearing.
  - The EDR receives DC Decision and the date is logged in the Complaints Log.
9. Within 7 days of receipt, the EDR distributes the DC Decision to the member and to the complainant.

Next Step: [Hearing Outcomes](#)

# HEARING OUTCOMES

The DC may make one of two decisions:

## 1. Not Guilty

- a) The DC prepares its Decision and Website Case Summary and sends it to the EDR.
- b) The EDR sends Decision Report and Website Case Summary to SCPT Council and the PCC Chair for the next meetings (date is logged).
  - No action, agreement or response is required from either Council or PCC.
- c) The Website Case Summary (de-identified of patient/complainant information) is posted on the SCPT website (date is logged).
- d) The EDR places a copy of Decision and Website Case Summary in member's file.
- e) The date the case is closed and complaint noted as 'Not Guilty' is logged in Complaints Log.
- f) EDR destroys all case information.

Next Step: **Matter is Concluded**

## 2. Guilty

- a) The DC prepares a formal Written Decision and sends to it the EDR.
- b) Within 7 days of receipt of decision, the EDR informs the member and the complainant of the decision by registered mail.
  - Also informs both member and complainant of the 30-day Appeal Period and process for appeal.

Next Step: [Appeal Process](#)

# APPEAL PROCESS

The member may or may not appeal a decision of guilt by the DC.

## 1. No Appeal

- a) Date close of Appeal Period and no appeal received is logged in the Complaints Log.
- b) The EDR informs the complainant that no appeal has been submitted, and thus the DC decision is final (date is logged).
- c) The DC prepares a Website Case Summary and sends it to the EDR.
- d) The EDR sends the Decision Report and Website Case Summary to SCPT Council and the PCC Chair for the next meetings (date is logged).
  - No action, agreement or response is required from either Council or PCC.
- e) The Website Case Summary (de-identified of patient information) is posted on SCPT website once Council has been informed and a notice with a link included in next SCPT e-newsletter (date is logged).
  - The Website Case Summary remains posted for 1 year from date of posting under Discipline Section.
- f) The EDR places copy of Decision and Website Case Summary in member's file. Date case is closed and complaint logged as "Guilty" is logged in Complaints Log.

Next Step: **Matter is Concluded**

## 2. Appeal Received

- a) The member submits an Appeal Notice within 30 days of DC decision and/or order.
  - The EDR records the date the Appeal is received in Complaints Log.
- b) Within 1 week of receiving appeal, the EDR sends to Council and the member who has filed the appeal:
  - a copy of the formal complaint and notice served on the member, including all of the formal documentation that initiated the discipline hearing process, and
  - the transcript of the evidence and the DC's written decision and/or order.
- c) Council President determines any Conflicts of Interest and communicates them to the EDR.

- d) The EDR arranges a hearing date and location in collaboration with President of Council, and legal counsel for Council, the PCC, and the member.
  - e) The EDR notifies all parties of the confirmed location, date, and time of appeal hearing.
  - f) The Hearing is held as per SCPT Appeals Procedures document.
  - g) President of Council notifies the EDR of Council's decision in writing.
  - h) The EDR sends formal Council decision letter to the member, the PCC and the DC.
  - i) The EDR updates member's profile with regards to the decision:
    - If Not Guilty:
      - i. The EDR places a copy of the Decision and Website Case Summary in the member's file. Date case is closed and complaint noted as 'Not Guilty' is logged in Complaints Log.
    - If Guilty:
      - i. The member may appeal Council's decision to the Queen's Bench.
- If no appeal to Court of Queen's Bench:
- i. The Website Case Summary (de-identified of any patient information) is posted on SCPT website once Council has been informed and a notice with a link included in next SCPT e-newsletter (date is logged).
  - ii. The Website Case Summary remains posted for 1 year from date of posting under Discipline Section.
  - iii. The EDR places copy of Decision and Website Case Summary in member's file (online profile). Date case is closed and complaint logged as "Guilty" is logged in Complaints Log.
- If appealed to Court of Queen's Bench:
- i. The appeal is noted in the Complaints Log and awaits the court's decision.
  - ii. Matter is documented the same as if Guilty or Not Guilty following Council's decision.

Next Step: **Matter is Concluded**