



Canadian Nurse Psychotherapist Association (CNPA) Complaints process

1. When the Canadian Nurse Psychotherapist Association (CNPA) receives a complaint, the Executive Director/Registrar (EDR) determines if the Association has the legal authority to address the complaint.

The person who made the complaint is known as the complainant in correspondence from the Association. The certified nurse therapist CNP or RN psychotherapist who is the subject of a complaint is known as the respondent.

2. If the complaint is within the legal authority of the Association, the **RESPONDENT WILL BE NOTIFIED** of the complaint. The notification is made in writing. The respondent will be given a copy of the complaint and will have 30 days to submit a written response. During this period, the respondent may choose to appoint a legal representative. **If the complaint is not within the legal authority of the Association, the Member or Respondent College of Nurses will be Notified of the complaint.**

3. The complaint, the respondent's written response, and any evidence that they provide, will be submitted to the **COMPLAINTS COMMITTEE**.

The Chair of the Complaints Committee will review the complaint and appoint a panel of three committee members. The panel will include a chairperson, an active-practicing Certified Nurse Psychotherapist CNP or RN psychotherapist therapist and a public representative.

The Complaints Committee may decide to dismiss the complaint if one or more of the following apply:

- The Association does not have the legal authority to consider the complaint
- The complaint is found to be frivolous or an abuse of the complaints process
- The complaint is not a matter of professional misconduct, incapacity, incompetence or conduct unbecoming the profession.

4. The Complaints Committee may determine that an **INVESTIGATION** is necessary to gather additional information. An investigator may be appointed to: **the Member College of Nurses will also be notified of the complaint.**

- Request additional written information from the complainant, the respondent or witnesses
- Request an interview with the complainant, the respondent or witnesses
- Investigate other matters that arise during the investigation.

5. The Complaints Committee then **REVIEWS** the evidence and investigation report. They will determine an appropriate outcome, which may include any of the following:

5.1 Dismiss the complaint if the complaint is not verified by the evidence available to the Committee;

5.2 Informally resolve the complaint;

5.3 Consider a proposed Settlement Agreement, and:

- Recommend acceptance of an Agreement
- Recommend changes to an Agreement
- Reject an Agreement

5.4 Provide a Non-sanction remedy:

- Counsel the respondent
- Caution the respondent

5.5 Provide a Sanction remedy:

- Reprimand the respondent
- Suspend the membership or their ability to obtain a membership with CNPA

5.6 Forward the complaint to the Professional Conduct Committee if the complaint cannot be resolved by the Complaints Committee. The Member College of Nurses will be notified to initiate a formal hearing and determine outcome of professional misconduct.

The Association is not authorized to determine or provide a financial settlement. The Member College's jurisdiction covers remedies associated with the regulations and licensing of nurses practicing psychotherapy. If a complainant seeks financial compensation from a Certified Nurse Psychotherapist CNP or RN Psychotherapist, they should obtain legal advice.

6. The complainant and respondent will receive a written **NOTICE OF DECISION**. This outlines the Committee's findings and any action taken against the certified nurse Psychotherapist (CNP) or RN psychotherapist.

There is no standard time-frame within which a complaint is resolved. The time to conduct a fair and thorough investigation varies with the complexity of the case. A complaint that involves serious professional conduct issues may require a year or more to complete. Complaints are prioritized by the risk to the public posed by the behaviour

alleged in the complaint. Complaints are not prioritized based on date of receipt. The CNPA will keep the complainant and respondent informed throughout the process.

FILING A COMPLAINT

The Canadian Nurse Psychotherapist CNPA certifies the Certified Nurse Psychotherapist (CNP). The College of Nurses licenses nurses practicing psychotherapy in the various jurisdiction in Canada. The CNPA and the College of Nurses must investigate and resolve complaints made about a CNP member of the Canadian Nurse Psychotherapist Association CNPA.

Who can make a complaint?

- A client
- A fellow registrant
- Another health professional
- Any member of the public
- An organization or employer
- The Executive Director/Registrar of the Association

A **COMPLAINT** is an expression of concern about a registrant's conduct or actions. The complaint may be about the care provided. The complaint may be about the professional counselling or psychotherapy relationship or about the behavior that would not be expected of a certified nurse therapist CNP or registered nurse psychotherapist. Those who complain may claim that the CNP or RN psychotherapist did not meet the standards set by the CNPA or the Member College of Nurses with whom the member is licensed with to practice psychotherapy.

The Complaints Committee reviews complaints about:

- Professional Misconduct
- Incapacity
- Incompetence
- Conduct unbecoming the nurse psychotherapy profession

It is not your responsibility to determine which category your complaint falls under.

You can **SUBMIT A COMPLAINT** by filling out the [Complaint Form](#). The form asks you to provide the following information:

- Your name, address, phone number and email
- Name of the certified nurse psychotherapist therapist or RN psychotherapist (if known) against whom you are filing the complaint. If you have a complaint against more than one certified nurse therapist or RN psychotherapist, you must fill out a separate complaint form for each person.
- Date and description of the event
- Name and contact information of any witnesses (if known)
- Copies of any documents or other evidence supporting the complaint

You can also submit a complaint on behalf of another person (with their permission), or for a person for whom you hold Power of Attorney. A complaint can also be made on behalf of a deceased person.

In some cases, **MORE THAN ONE HEALTH PROFESSION** may be involved in a complaint. When this occurs, the CNPA can assist you to file a complaint with more than one regulatory body.

The *Canadian Nurse Psychotherapist Association CNPA* requires strict **CONFIDENTIALITY**. This applies to the CNPA, the person who makes the complaint and the Certified Nurse Psychotherapist CNP or RN Psychotherapist.

Specific exceptions include:

- Information shared with the respondent or their legal representative
- Notification of other health professions regulators
- Notification of possible criminal activity to law enforcement agencies
- Such other disclosure consistent with the CNPA's obligation to protect the public

There is **NO FEE** for making a complaint with the CNPA .

It is **NEVER TOO LATE** to file a complaint. Although it is better to file a complaint close to when the events occurred.

IF YOU ARE UNSURE whether your concern is grounds for a complaint, contacts CNPA for advice. Contacting the CNPA to ask questions or to seek guidance does not mean that you are filing a complaint. Complaints must be made in writing. All inquiries are confidential. If your complaint involves more than one health care provider, the CNPA will help you to connect with the right resources. If you require help to fill out the complaint form.