



Complaints Information Form

If you are concerned or unhappy with the professional interaction you have had with an occupational therapist (OT) please review the following information. Almost always, your best first step is to speak to the OT directly about your concern. If you do not wish to speak to the OT or if talking does not resolve matters, you can call or email the NLOTB as we can suggest next steps - including filing a complaint.

Filing a complaint is a serious matter and it is the Boards duty to review all complaints. Concerns can be brought forward to the NLOTB in a variety of ways. Complaints may come forward from members of the public, or their families, who believe they are not receiving appropriate care, from employers or colleagues of occupational therapists or from the Registrar of the board.

Complaints need to be made in writing and must be signed by the complainant; formal complaints cannot be anonymous.

The Board sends your complaint to the occupational therapist and asks for a written response. The Chairperson or designate reviews your complaint file and may try to resolve matters to everyone's satisfaction if you and the occupational therapist agree to this approach. If that is not possible, your case moves to the Complaints Authorization Committee (CAC) for further review.

This CAC is made up of members of the public and occupational therapists. Its job is to determine if there are reasonable grounds to believe that the OT has engaged in misconduct. In most cases, an investigator is appointed. The investigator can contact people and institutions who may have information about your complaint. This often includes obtaining copies of personal health records relating to the complaint.

After the Committee reviews all relevant information, it has four choices:

- Dismiss the complaint (sometimes giving the occupational therapist direction)
- Give the occupational therapist a warning or guidance ("caution or counsel")
- Send the complaint back to the chairperson or designate for alternative dispute resolution
- Refer the complaint to a public hearing

If you would like to speak with someone about the conduct or behavior of an occupational therapist or about the allegation review process before making a formal complaint, please contact the Executive Director, at (709) 687-4783 or executivedirector@nlotb.ca

To make an allegation, please complete the following information and forward it to the Newfoundland and Labrador Occupational Therapy Board at the address provided at the end.

Complainant Information: the individual making the complaint.

Your Name:		
Organization Name: (where applicable)		
Mailing Address:		
Daytime Phone:		Email:

Respondent Information: the occupational therapist against whom complaint is being made.

OT's name:	
OT's Employer	
OT's Work Phone:	
Other Contact Information	

DETAILS OF ALLEGATION

1. What is your relationship with the occupational therapist? (i.e. client, employer, other)

2. When did the incident(s) occur? (Date/Timeframe)

3. Where did the incident(s) occur?

4. Please provide a general description of the circumstances from which your allegation arises.
(If you require additional space, you may attach a separate sheet.)

5. Based on the information you provided above, please list the concerns about the occupational therapists conduct or behavior that you wish the Newfoundland and Labrador Occupational Therapy Board to review.

6. Have you discussed your concerns with the occupational therapist? If yes, please detail the discussion. If not, please indicate why.

7. Have you reported this incident to any other body or authority? (i.e. occupational therapists employer, supervisor/manager). If yes, when was the incident reported and to whom?

8. What was the outcome of your report?

9. Have you taken any other steps to resolve this matter? If so, what?

Signature: _____ Date: _____

Print Name: _____

Any questions regarding the collection or use of this information should be directed to the Executive Director, Newfoundland and Labrador Occupational Therapy Board.

Please forward this document and any supporting documents to:

Mail to:

Newfoundland and Labrador Occupational Board
PO Box 23076, RPO Churchill Square
St. John's, NL A1B 4J9

Fax: 1-709-383-0135

Scan and email: executivedirector@nlotb.ca

